U.S. DEPARTMENT OF EDUCATION

Federal Student Aid

Electronic Cohort Default Rate Appeals (eCDR Appeals)

Uncorrected Data Adjustment (UDA) User Guide

Version 2.0.1

September 16, 2008

DOCUMENT VERSION HISTORY

Version	Release Date	Summary of Changes	Name
2.0	9/7/2008	Initial release of User Guide.	Federal Student Aid CIO Application Support Team
2.0.1	9/16/2008	Minor updates to wording throughout.	Federal Student Aid CIO Application Support Team

TABLE OF CONTENTS

1. INTRODUCTION

1.1 Overview

Cohort Default Rates

The U.S. Department of Education (the Department) calculates "cohort default rates" for schools that participate in the Federal Family Education Loan (FFEL) Program and the William D. Ford Federal Direct Loan (Direct Loan) Program. This cohort default rate forms an important basis for a school's eligibility to continue participating in the federal student aid programs.

The Department releases cohort default rates twice each year: draft cohort default rates in February and official cohort default rates in September. After receiving their cohort default rates from the Department, schools have an opportunity to challenge their draft cohort default rates and/or appeal their official cohort default rates, based on a number of circumstances.

There are ten types of challenge/appeal processes. Each of these processes involves the exchange of information between the Department and the school that invokes its right to challenge/appeal. Additionally, data managers must in some cases respond to the school's request and/or provide supporting evidence for or against the school's challenge/appeal.

Purpose of the eCDR Appeals Application

The Electronic Cohort Default Rate Appeals (eCDR Appeals) system is a Web-based application that facilitates the exchange of information between parties for three of the challenge/appeal processes:

- Incorrect Data Challenge (IDC)
- Uncorrected Data Adjustments (UDA)
- New Data Adjustments (NDA)

The eCDR Appeals application allows schools to submit these challenges and appeals during the cohort default rate appeal cycle. The application tracks the entire life cycle of each challenge/appeal case from submission to final decision.

Using eCDR Appeals helps cut down on paperwork and speeds up the appeal or challenge process. It also allows for greater protection of personally identifiable information.

Who Uses eCDR Appeals

Three types of organizations use the eCDR Appeals system:

- **Schools**: Institutions that participate in the FFEL and/or Direct Loan programs
- **Data Managers**: Any one of these organizations: the Direct Loan Servicer, guaranty agency, or Federal Student Aid Default Prevention and Management
- **DPM:** Default Prevention and Management (DPM), an office within Federal Student Aid

Throughout this guide, we will use these three terms when referring to organizations.

1.2 User Guide Structure

Please read this introductory section before you decide whether you want to:

- Browse this guide online whenever you have questions
- Download it in whole or in part to consult on your local computer
- Print certain key chapters or sections

Purpose and Scope of the UDA User Guide

The *eCDR Appeals UDA User Guide* is designed to guide you (whether you are a school user, data manager, or DPM personnel) through the online, paper-less UDA process used in the eCDR Appeals system. It assumes a basic knowledge of cohort default rates and associated processes. From a technical perspective, this guide also assumes you are familiar with using a computer and web browser to view and interact with web sites.

The *eCDR Appeals UDA User Guide* complements the *Cohort Default Rate Guide*. In the event of any discrepancy between this user guide and the *Cohort Default Rate Guide*, the *Cohort Default Rate Guide* is the authoritative source for regulatory considerations and constraints.

The *Cohort Default Rate Guide* is available online at:
http://www.ifap.ed.gov/DefaultManagement/finalcdrg.html

UDA Workflow

Processing an UDA from beginning to end takes multiple steps. At each step, a different individual or organization must take one or more actions. We will refer to this logical progression of steps and actions as the “UDA Workflow.” As we will see later, the School, the Data Managers and DPM go back and forth throughout the UDA Workflow to carry out their respective parts of the process.

This UDA User Guide is structured in direct correlation to the UDA Workflow. As a result, considered in its entirety, the UDA User Guide addresses *all* functionality eCDR Appeals has to offer *all* system users, *in the order* in which activities are most likely to occur based on the UDA Workflow.

Since each type of user will effectively need to carry out only a limited number of activities throughout the UDA Workflow, we have modularized the UDA User Guide in such a way that you can easily download or consult only those sections that pertain to you, based on your user type.

Beyond Chapters 1 and 2, we recommend you focus directly on those chapters and sections of the UDA User Guide that discuss the actions *you* must take in the system. The rest of the UDA User Guide should remain a reference for you to understand the entire electronic UDA process.

Miscellaneous Functions

The UDA User Guide also includes chapters and sections that pertain to obtaining eCDR Appeals access credentials (i.e., a user account), the printing of reports, maintenance of organizational profile and contact information, and other miscellaneous functions not directly related to the UDA Workflow.

Must-Read Information

Please refer to those *Must-Read* sections of this chapter that pertain to you for further details. The *Must-Read* sections provide useful and vital information.

1.3 UDA Workflow Phases

Table 1-1 outlines the phases necessary to participate in eCDR Appeals and complete the UDA Workflow. The organizational actors (School, Data Manager, and DPM) involved in each step are listed.

MAJOR ACTIVITY or UDA WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	UDA USER GUIDE
Destination Point Administrators (DPAs) for Schools and Data Managers get eCDR Appeals access credentials through Security Architecture (SA).	**Data Manager and School**	Refer to the *eCDR Appeals Registration and User Account Guide*
Non-DPA users for Schools and Data Managers obtain eCDR Appeals access credentials through Security Architecture.	**Data Manager and School**	Refer to the *eCDR Appeals Registration and User Account Guide*
Federal Student Aid DPM establishes the DPM organization profile and basic contact information.	**DPM**	Chapter 3 – DPM: Create or Verify Profile
Before the beginning of the official cycle, DPM determines which Loan Record Detail Report (LRDR) extracts are needed, and loads them.	**DPM**	Chapter 4 – DPM: Generate Requests and Load LRDR
At the beginning of each CDR cycle, at least one user within each Data Manager organization must access eCDR Appeals to establish the Data Manager organization profile and basic contact information.	**Data Manager**	Chapter 5 – Data Manager: Create or Verify Profile
A School must have submitted an IDC in order to submit an UDA so the school will already have an organization profile. It is still recommended for the school to verify their profile before submitting an UDA to ensure that notifications will be sent to the correct addresses.	**School**	Chapter 6 – School: Create or Verify Profile

MAJOR ACTIVITY or UDA WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	UDA USER GUIDE
The School creates its UDA case.	**School**	Chapter 7 – School: Initiate UDA
The School prepares the details of its UDA case then submits it for DPM review.	**School**	Chapter 8 – School: Prepare and Submit UDA
DPM conducts their review of the School's appeal.	**DPM**	Chapter 9 – DPM: Review UDA
DPM may want more information from the Data Manager on a given adjustment. This is an optional step that may be repeated. If so:	**DPM**	Chapter 10 – DPM: Request More Information
DPM uses the system to notify Data Manager that more information is required.	**DPM**	Chapter 10 – DPM: Request More Information
Data Manager is notified and has an opportunity to respond and use eCDR Appeals to submit additional information to DPM regarding the requested adjustment.	**Data Manager**	Chapter 11 – Data Manager: Provide More Information
DPM performs various internal reviews, updates cohort default rate data, produces a decision letter, and finalizes the case.	**DPM**	Chapter 12 – DPM: Finalize UDA
Data Manager is notified that DPM has finalized the case, and logs in to see the details of the DPM decision and identifies all changes they must make to other systems and records.	**Data Manager**	Chapter 13 – Data Manager: Review DPM Decision
School is notified that DPM has finalized the case, and logs in to see the details of the DPM decision and identifies all changes they must make to other systems and records.	**School**	Chapter 14 – School: Review DPM Decision

Table 1-1: UDA Workflow phases and corresponding UDA User Guide chapters

1.4 Must-Read Information

All users who use the eCDR Appeals system, regardless of organization or role, should read this section. In addition to the "Must-Read Information for All Users" section, which applies to everyone, please be sure to read the following organization-specific section that contains information pertinent to your particular organization.

Must-Read Information for All Users

Registration and User Account

In order to access eCDR Appeals, you must obtain a Security Architecture (SA) user ID. Please refer to the *Electronic Cohort Default Rate Appeals Registration and User Account Guide*, which explains how to register and obtain access to eCDR Appeals.

Destination Point Administrators

Some users are designated as a Destination Point Administrator (DPA). The DPA for an organization such as a school or guaranty agency serves as a Federal Student Aid point of contact within their organization. DPAs are responsible for approving user ID requests from their organization's members to access the eCDR Appeals system. As such, DPAs should familiarize themselves with the appropriate sections of the *Electronic Cohort Default Rate Appeals Registration and User Account Guide*, which outlines the process of registering and approving a new account on eCDR Appeals.

Email Notifications

The eCDR Appeals application is designed to send out automatic email notifications to affected parties whenever updates to UDA cases occur. These email notifications inform the appropriate individuals and organizations that their attention is needed and that they may be required to take an action in the eCDR Appeals system. Email notifications are provided only for your convenience; they should not be relied upon to know when an action is required on your part. Due to the unreliable nature of computer networks (including the Internet), delivery of these email notifications is not guaranteed. It is your responsibility to log in to the eCDR Appeals system on a regular basis throughout the cohort cycle to check the status of your cases, and to ensure that the contact information in your profile is up-to-date.

It is possible that a junk mail filter running on your e-mail program may catch e-mails sent from eCDR Appeals. Check your junk mail folder for messages from Federal Student Aid. To avoid problems, please ensure that any spam filters/programs used by your organization will accept email from the ed.gov domain name.

File Attachments

During the UDA Workflow process, you may be required to attach supporting documentation to the case. The eCDR Appeals system allows you to attach any type of file; however, we recommend choosing a common file format to ensure that others will be able to open and view the file.

Common file types include:

- Portable Document Format (PDF)
- MS Excel (XLS)
- MS Word (DOC)
- Rich Text Format (RTF)
- Plain text (TXT)
- Pictures (JPG/PNG/GIF)

You are by no means required to use one of the specific file types listed here. This list only suggests some of the most commonly used file formats. Thus, if you use the above file types, other users in the eCDR Appeals system are more likely to have the appropriate software to view your files.

Deadlines and Calculation of Days

The countdown toward the 30-day deadline to submit an UDA begins at 12:01 AM North American Central Time (CT) on the starting day of the cohort cycle.

For the purpose of calculating days within the eCDR Appeals system, the day rolls over at 10:00 PM CT. For instance, if a school's deadline to submit an UDA were October 26^{th}, then they would need to submit it by 10:00 PM CT on October 26^{th}.

Must-Read Information for Schools

School Reference

When referring to this user guide, school users only need to peruse the chapters that have titles prefixed with "School". These chapters consist of instructions specifically for school users. Other chapters (those prefixed with "Data Manager" or "DPM") do not necessarily apply to school users. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by data managers and Federal Student Aid.

The chapters pertinent to schools are:

- Chapter 1 – Introduction
- Chapter 2 – All Users: Navigation
- Chapter 6 – School: Create or Verify Profile
- Chapter 7 – School: Initiate UDA
- Chapter 8 – School: Prepare and Submit UDA
- Chapter 14 – School: Review DPM Decision
- Chapter 15 – All Users: Miscellaneous Functions

School Roles

Your account will be assigned one of two possible eCDR Appeals roles:

- **Case Preparer**: May initiate and prepare a new case.
- **Case Manager**: Has the same abilities as a Case Preparer, plus the ability to submit a case.

Must-Read Information for Data Managers

Data Manager Reference

When referring to this user guide, data managers only need to peruse the chapters that have titles prefixed with "Data Manager". These chapters consist of instructions specifically for data managers. Other chapters (those prefixed with "School" or "DPM") do not necessarily apply to data managers. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by schools and Federal Student Aid.

The chapters pertinent to data managers are:

- Chapter 1 – Introduction
- Chapter 2 – All Users: Navigation
- Chapter 5 – Data Manager: Create or Verify Profile
- Chapter 11 – Data Manager: Provide More Information
- Chapter 13 – Data Manager: Review DPM Decision
- Chapter 15 – All Users: Miscellaneous Functions

Data Manager Roles

Your account will be assigned one of two possible eCDR Appeals roles:

- **Response Preparer**: May prepare a response to an adjustment.
- **Response Manager**: Has the same abilities as a Data Manager Response Preparer, plus the ability to submit a response.

Updating Borrower and Loan Data in NSLDS and Other Systems of Records

It is important to note that the eCDR Appeals system has no data interface with the National Student Loan Data System (NSLDS). Any change to borrower information or loan records in this application is solely for the purpose of documenting agreed-to changes. The borrower information and loan records in NSLDS will *not* automatically be updated to reflect any changes you may make in eCDR Appeals. If you modify any borrowers or loans in eCDR Appeals, you still need to perform any necessary changes to the actual records in NSLDS.

In addition to NSLDS, any other systems of records you maintain should be updated.

Must-Read Information for DPM Users

DPM Reference

When referring to this user guide, DPM users only need to peruse the chapters that have titles prefixed with “DPM”. These chapters consist of instructions specifically for Federal Student Aid DPM users. Other chapters (those prefixed with “School” or “Data Manager”) do not necessarily apply to DPM. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by schools and data managers.

The chapters pertinent to DPM are:

- Chapter 1 – Introduction
- Chapter 2 – All Users: Navigation
- Chapter 3 – DPM: Create or Verify Profile
- Chapter 4 – DPM: Generate Requests and Load LRDR
- Chapter 9 – DPM: Review UDA
- Chapter 10 – DPM: Request More Information
- Chapter 12 – DPM: Finalize UDA
- Chapter 15 – All Users: Miscellaneous Functions
- Chapter 16 – DPM: Miscellaneous Functions

DPM Roles

Your account will be assigned one of three possible eCDR Appeals roles:

- **Case Worker**: May self-assign oneself to a LRDR request, load LRDRs, self-assign oneself to a case, review cases, request more information from Data Managers, and prepare a final decision.
- **Case Manager**: Has the same abilities as a Case Worker, plus the ability to assign other DPM personnel to a case and submit a final decision.
- **Administrator**: Has the same abilities as a Case Manager, plus the ability to manage cycles.

2. ALL USERS: NAVIGATION

2.1 Login

Federal Student Aid's Security Architecture (SA) system is utilized to control access to the eCDR Appeals application. In order to log in to eCDR Appeals, you will need a SA account. Please refer to the *Electronic Cohort Default Rate Appeals Registration and User Account Guide* for information on obtaining a SA account for use with eCDR Appeals.

To log in to the eCDR Appeals system after you have obtained an account, follow these steps:

1. Open the eCDR Appeals URL (https://ecdrappeals.ed.gov/) in a web browser. Introductory information will be displayed, along with a "Log in" link.
2. Select the "Log in" link. The Security Architecture login page will be displayed.
3. Enter your SA username and password.
4. Select "Submit". If you entered the correct login information and you have the proper authorization, then you will now be in the eCDR Appeals application.

2.2 Menus

Once you are logged in to the eCDR Appeals system, you will be able to navigate to the various sections of the website using the navigation menus. There are two rows of menus provided; the top row is the main menu and the bottom row is the submenu. The options available in the submenu depend on which main menu item is selected. The current selections will be highlighted. See Figure 2-1 for an example of menus (in this example, a School user is viewing their current cases).

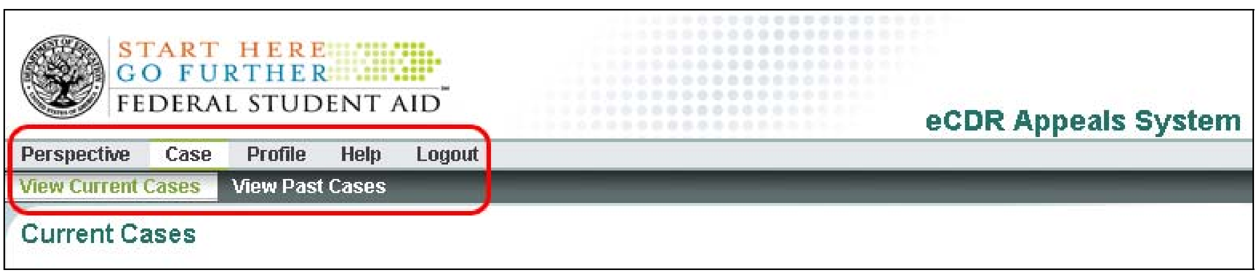


Figure 2-1: Navigational menus as seen by a School user

Your navigation menu options will vary depending on what type of access you have. For instance, in addition to the School main menu options shown in Figure 2-1, a Data Manager will also have the "Reports" option. A DPM user will additionally have the "Reports" and "System Administration" options.

Main Menu Item	Purpose
Perspective	Allows you to select which Perspective to use (see Section 2.3 for more information on Perspectives)
Case	Access information on current and past challenges and appeals

Main Menu Item	Purpose
Reports	Generate reports *(Data Manager and DPM users only)*
System Administration	Manage the cohort cycle and load Loan Record Detail Report (LRDR) information *(DPM users only)*
Profile	Maintain your organization and individual contact information
Help	Access the on-line documentation
Logout	Sign out of the eCDR Appeals application

Table 2-1: Menu item descriptions

2.3 Perspectives

If you are affiliated with multiple organizations that use eCDR Appeals, your account may have access to different Perspectives in eCDR Appeals. A *Perspective* is a way of accessing the eCDR Appeals system through the point of view of a specific organization.

If, for instance, a school user participates in cases for two different schools, then they have access to two different Perspectives (one for each school).

If your account has multiple Perspectives, then you will see the Perspective selection page upon login (see Figure 2-2). You must choose a Perspective to use the eCDR Appeals system, and you may only be in one Perspective at a time. However, you may switch to another Perspective at any time by accessing the "Perspective" menu item at the top of the page.

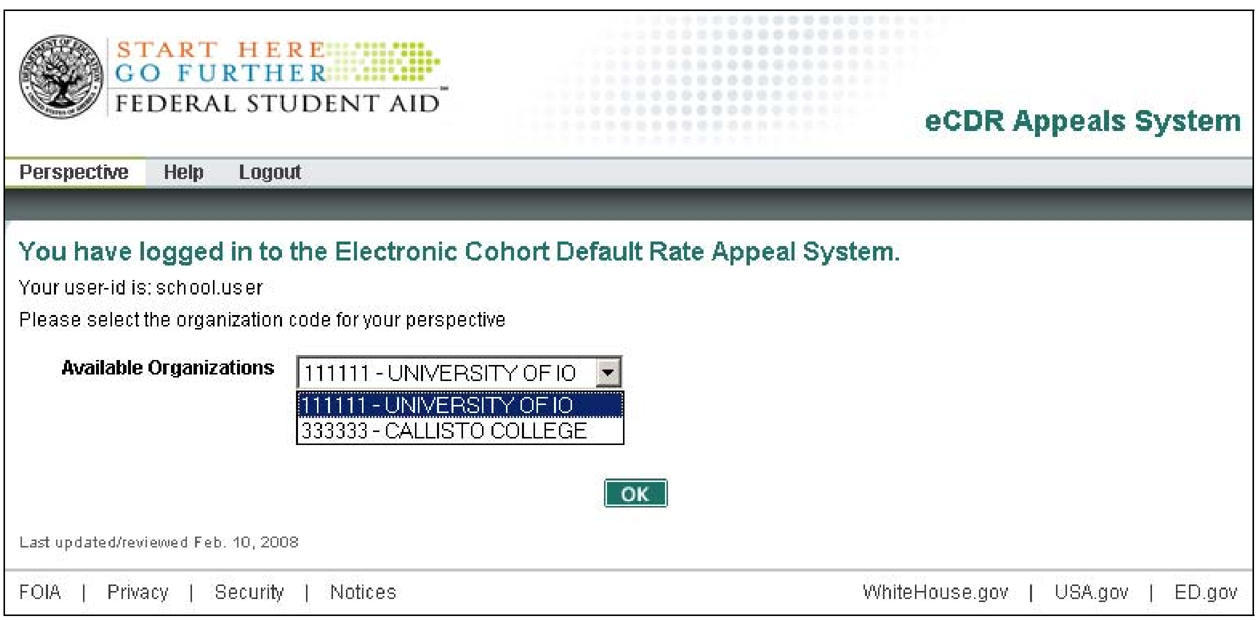
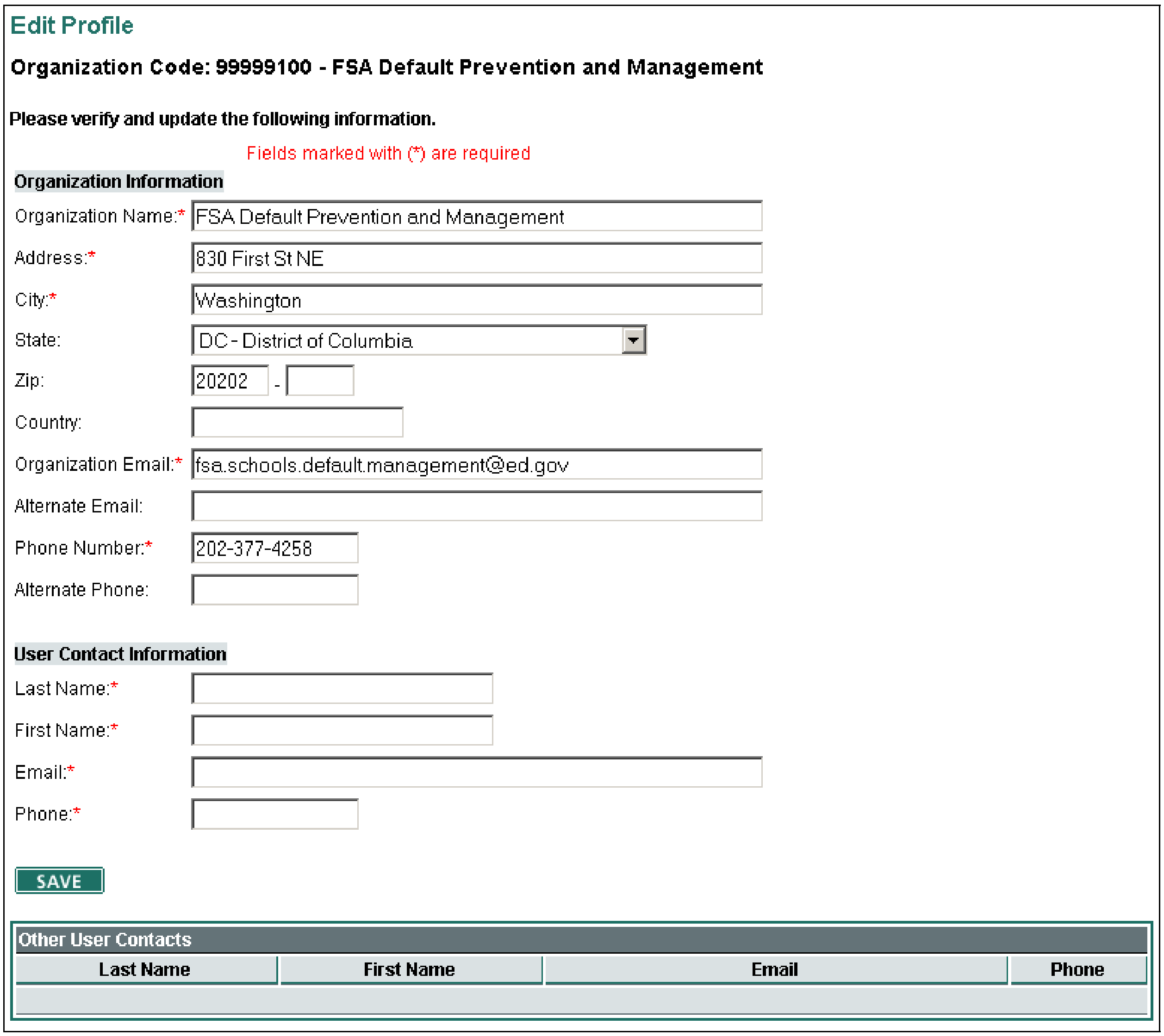


Figure 2-2: Perspective selection screen

3. DPM: CREATE OR VERIFY PROFILE

3.1 Creating a Profile

The first time you log in to eCDR Appeals, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 3-1 shows an example Edit Profile page as seen by Federal Student Aid DPM users. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the "Save" button.


Edit Profile

Organization Code: 99999100 - FSA Default Prevention and Management

Please verify and update the following information.

Fields marked with (*) are required

Organization Information

Organization Name:*	FSA Default Prevention and Management
Address:*	830 First St NE
City:*	Washington
State:	DC - District of Columbia
Zip:	20202 -
Country:	
Organization Email:*	fsa.schools.default.management@ed.gov
Alternate Email:	
Phone Number:*	202-377-4258
Alternate Phone:	

User Contact Information

Last Name:*	
First Name:*	
Email:*	
Phone:*	

SAVE

Other User Contacts

Last Name	First Name	Email	Phone

Figure 3-1: DPM Edit Profile page

You will also be able to see other DPM personnel who have registered their profile at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the “Profile” navigation menu option.

3.2 Verifying Your Profile

If you have already created a profile in the past, it is still imperative to ensure that your profile information is up-to-date. You can verify that your organization and personal contact information is complete and accurate by selecting the “Profile” link on the main menu. This will load the Edit Profile page, where you can review your contact information and make any necessary changes. If you made any changes, click “Save” to store the changes.

4. DPM: GENERATE REQUESTS AND LOAD LRDR

4.1 Generating Official Cycle LRDR Requests

Before the official phase of the cohort year, Federal Student Aid DPM must ensure that all necessary LRDRs have been loaded in preparation for the official cycle. In particular, those schools that submitted an Incorrect Data Challenge (IDC) should have all necessary LRDRs loaded.

The eCDR Appeals system has an automated mechanism that generates a list of necessary LRDR requests for the official cycle based on submitted draft cycle IDCs. DPM users may access this function by logging in to eCDR Appeals, then selecting "System Administration" from the main menu and "Manage LRDR Extracts" from the submenu. This will load the LRDR Request List page (Figure 4-1).

Figure 4-1: LRDR Request List

On the LRDR Request List page, click the "Generate Official Cycle Requests" button. This will update the LRDR Request List page with all LRDRs that are necessary for the official cycle.

4.2 Managing LRDR Extracts

This section describes how to load LRDR extracts into the eCDR Appeals system. This task is performed at the beginning of the official cycle after official cycle requests have been generated. It is also performed at any point during the cycle when a school initiates a case and eCDR Appeals recognizes that the school's LRDR has not yet been loaded.

In the situation where a school initiates a case but their LRDR extracts have not been loaded, eCDR Appeals will send an automatic email notification to DPM stating that a LRDR needs to be loaded.

Viewing the LRDR Request List

On the LRDR Request List page, a list of outstanding LRDR requests is displayed. The list of requests is categorized by OPEID, and is further broken down into a list of cohort years and cycles that are needed for each OPEID.

Assigning a LRDR Request

You may assign a particular LRDR request to yourself by selecting the "Assign to Self" button to the right of the request. Your user ID will then appear in the "Assigned To" column for the request. This will indicate to other DPM personnel that you are in the process of obtaining and uploading the LRDR extracts for that particular OPEID.

Uploading a LRDR Extract

Once you have assigned a request to yourself, a "Load LRDR Extract" button will appear to the right of the request. Select this button to display the Upload LRDR Extract page (Figure 4-2). On this page, you can choose a file on your computer that contains the LRDR extract. The file should contain an original LRDR extract that was obtained directly from NSLDS. Once you have chosen the appropriate file, select the "Upload" button to begin loading the LRDR extract into the eCDR Appeals system. Depending on the size of the LRDR extract, the upload may take some time to complete. Upon a successful upload, a confirmation page will be displayed.

Figure 4-2: Uploading a LRDR extract

If there was a problem with the LRDR file, an error page will be displayed. Possible causes include a modified LRDR file (if the LRDR extract has been manipulated, it will likely cause an error) or a corrupt LRDR file (it may have to be retrieved from NSLDS again).

When an uploaded LRDR satisfies a request on the LRDR Request List page, the status of the LRDR in the "LRDR Extracts Needed" column will change from "Needed; please load LRDR extract" to "Not needed".

Marking a Request as Complete

Note: It is important to mark a LRDR request as complete once all necessary LRDRs have been uploaded. If the request is not marked as complete, the school will be unable to continue their case.

Once all the LRDRs for a particular institution have been loaded into a system (i.e., all its LRDRs are marked as "Not needed"), then a new "Mark as Complete" button will appear to the right of that institution's request. Selecting the "Mark as Complete" button will close the LRDR request and set the case to "LRDR Loaded" status. The LRDR request will be removed from the list and the school will be allowed to prepare their case. If the school's countdown to the case submission deadline was suspended while awaiting the LRDR, the countdown will automatically resume. The school will receive an automatic email notification informing them that their LRDRs have been loaded.

5. DATA MANAGER: CREATE OR VERIFY PROFILE

5.1 Creating a Profile

The first time you log in, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 5-1 shows an example Edit Profile page for a Data Manager. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the "Save" button.

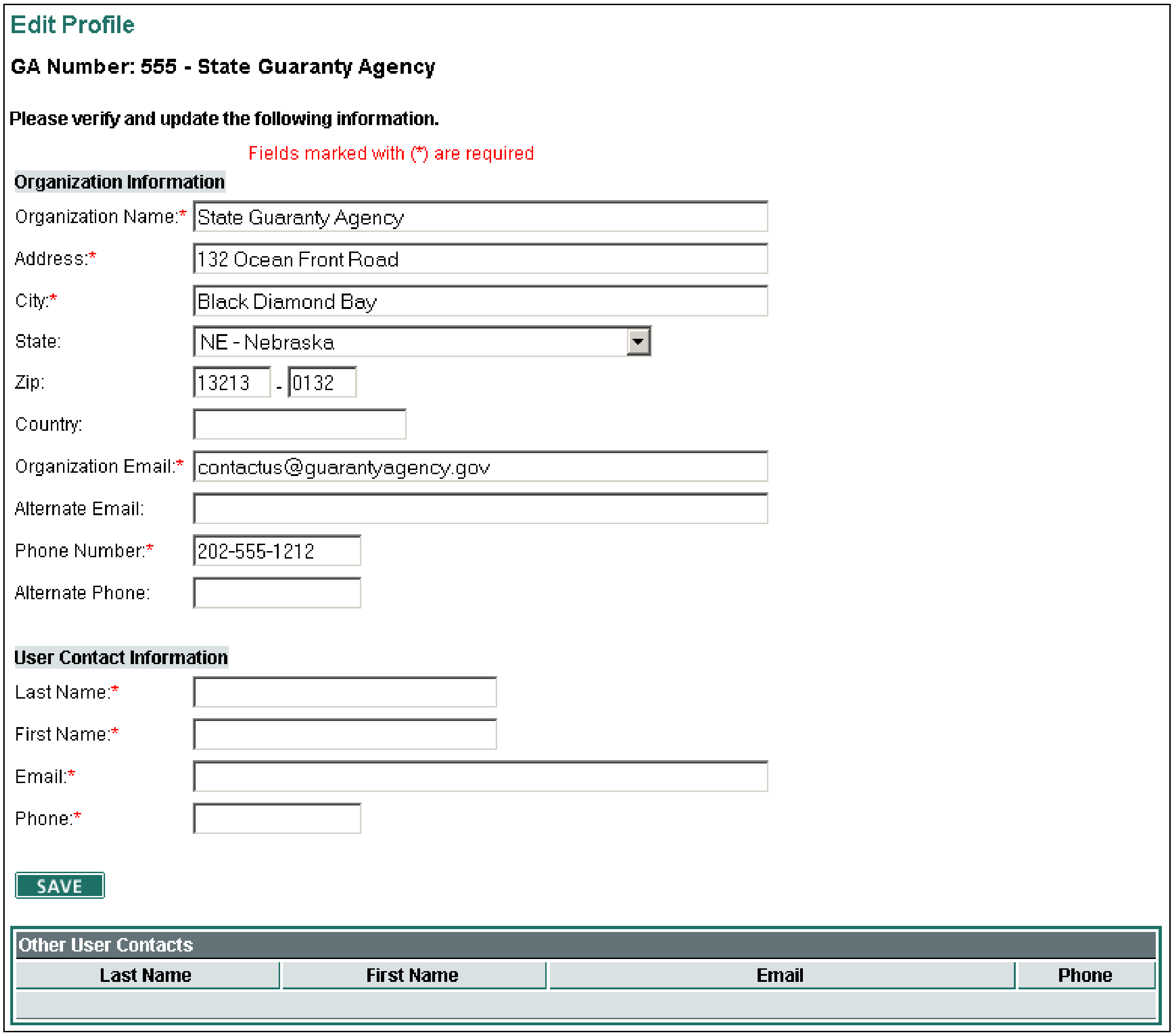


Figure 5-1: Data Manager Edit Profile page

You will also be able to see other contacts that are members of your organization at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the "Profile" navigation menu option.

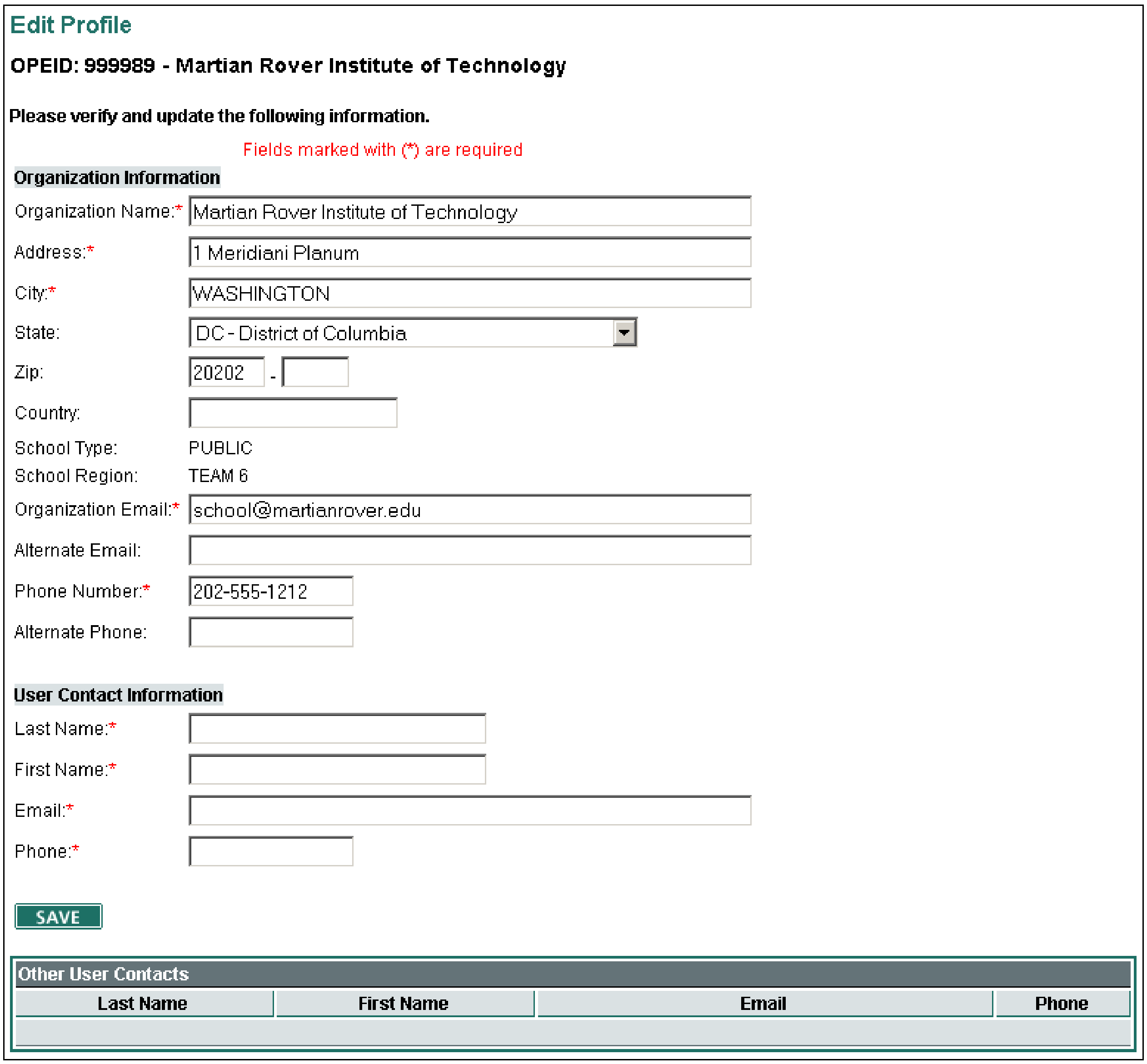
5.2 Verifying Your Profile

If you have already created a profile in the past, it is still imperative to ensure that your profile information is up-to-date. You can verify that your organization and personal contact information is complete and accurate by selecting the "Profile" link on the main menu. This will load the Edit Profile page, where you can review your contact information and make any necessary changes. If you made any changes, click "Save" to store the changes.

6. SCHOOL: CREATE OR VERIFY PROFILE

6.1 Creating a Profile

The first time you log in, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 6-1 shows the Edit Profile page for a School user. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the "Save" button.


Edit Profile

OPEID: 999989 - Martian Rover Institute of Technology

Please verify and update the following information.

Fields marked with (*) are required

Organization Information

Organization Name:* Martian Rover Institute of Technology
Address:* 1 Meridiani Planum
City:* WASHINGTON
State: DC - District of Columbia
Zip: 20202 -
Country:
School Type: PUBLIC
School Region: TEAM 6
Organization Email:* school@martianrover.edu
Alternate Email:
Phone Number:* 202-555-1212
Alternate Phone:

User Contact Information

Last Name:*
First Name:*
Email:*
Phone:*

SAVE

Other User Contacts

Last Name	First Name	Email	Phone

Figure 6-1: School Edit Profile page

You will also be able to see other contacts that are members of your organization at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the "Profile" navigation menu option.

6.2 Verifying Your Profile

If you have already created a profile in the past, it is still imperative to ensure that your profile information is up-to-date. You can verify that your organization and personal contact information is complete and accurate by selecting the "Profile" link on the main menu. This will load the Edit Profile page, where you can review your contact information and make any necessary changes. If you made any changes, click "Save" to store the changes.

7. SCHOOL: INITIATE UDA

7.1 Initiating a New UDA

A new UDA case can be opened from the Current Cases page. To reach the Current Cases page, select “Case” from the main menu and “View Current Cases” from the submenu.

The Current Cases page (Figure 7-1) displays a list of open cases for the current cohort year, if any. Here, you may access your open cases in addition to starting a new case.

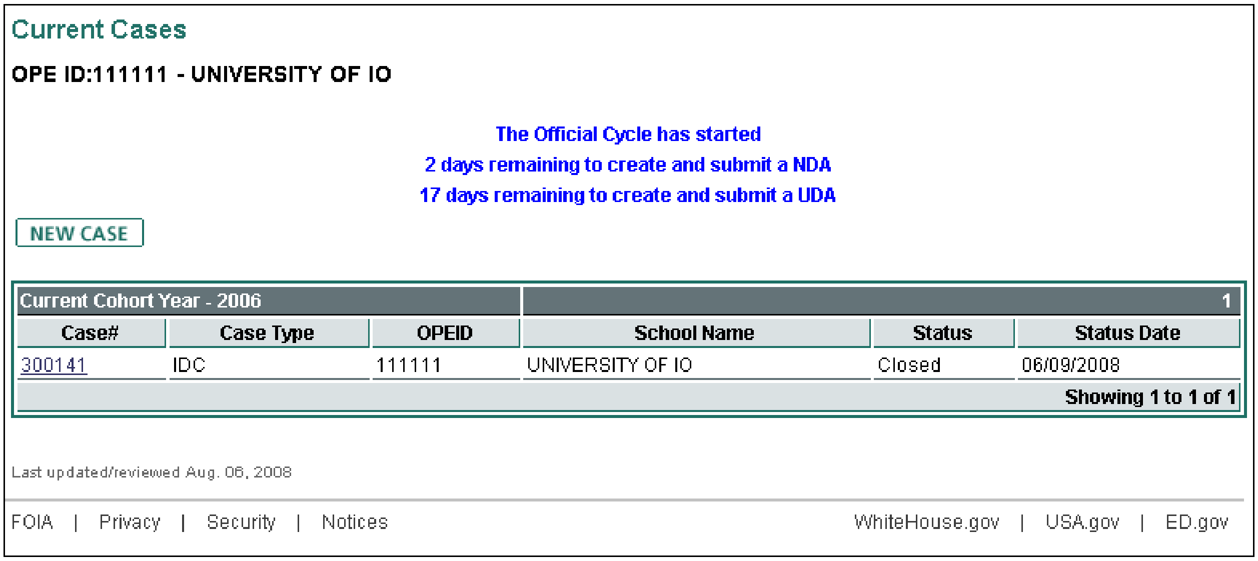


Figure 7-1: Current Cases

The current cohort cycle and the number of days remaining to submit a case are displayed. To open a new UDA case, select the “New Case” button.

The Case Details page will load (see Figure 7-2). Your institution’s OPEID and the current cohort year will automatically be filled in for you. On this page, choose UDA from the Case Type dropdown menu. You may also enter an optional comment. When you have completed this, select the “Save” button to initiate the UDA case. If you do not use the “Save” button, the case will not be created.

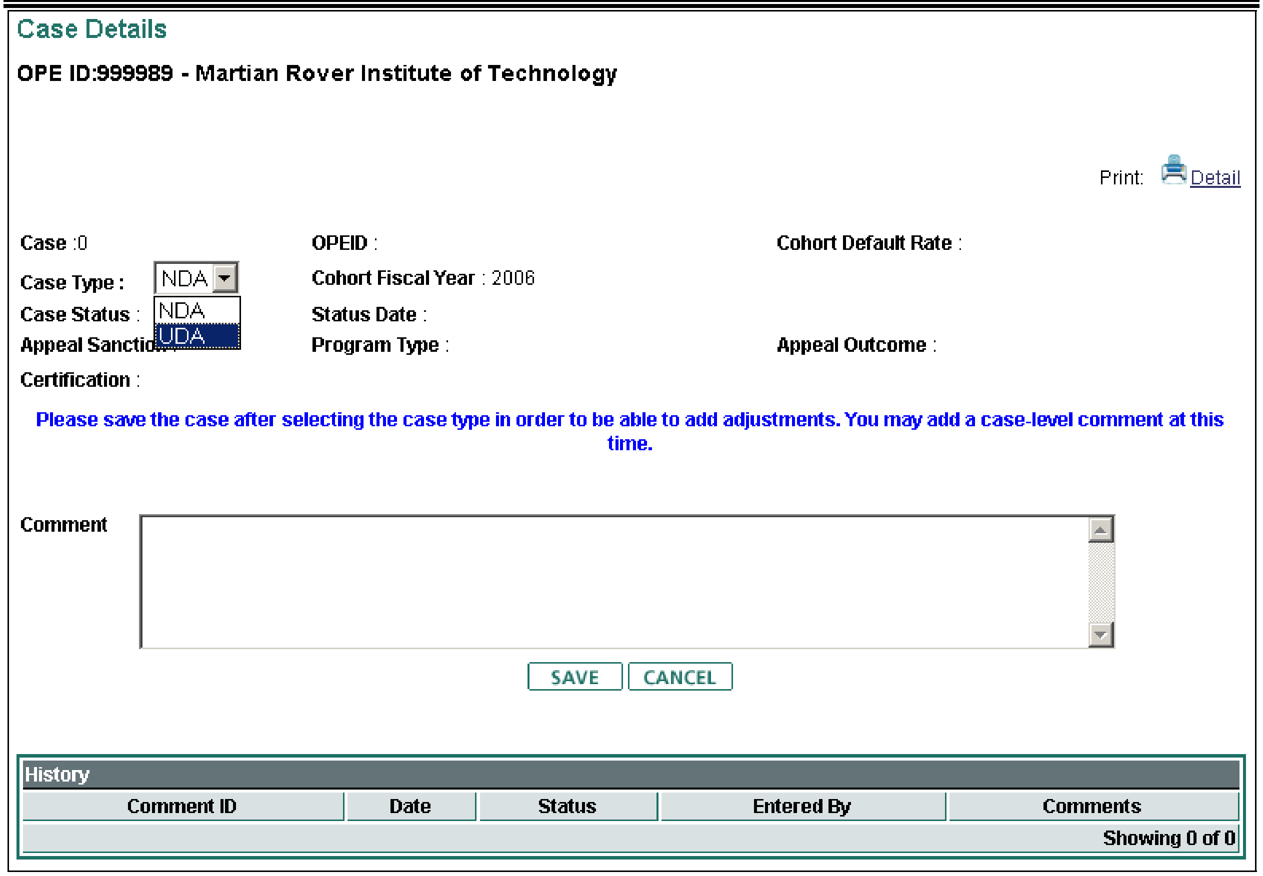
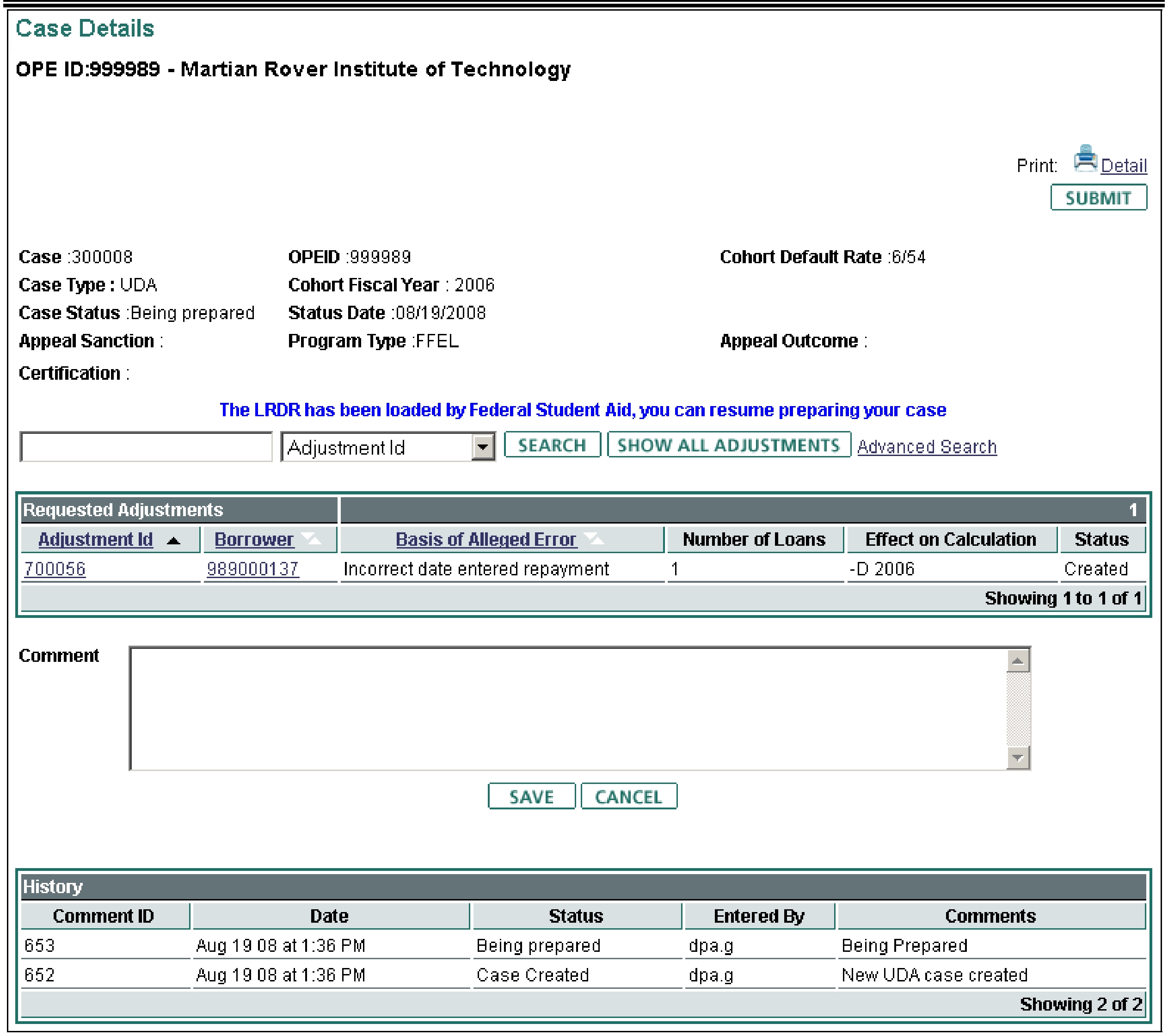


Figure 7-2: Creating a new UDA

Upon selecting "Save", a new case will be created, and the Case Details page will now display some basic information associated with your case (Figure 7-3).



Case Details

OPE ID:999989 - Martian Rover Institute of Technology

Print: Detail

SUBMIT

Case :300008 **OPEID** :999989 **Cohort Default Rate** :6/54
Case Type : UDA **Cohort Fiscal Year** : 2006
Case Status :Being prepared **Status Date** :08/19/2008
Appeal Sanction : **Program Type** :FFEL **Appeal Outcome** :
Certification :

The LRDR has been loaded by Federal Student Aid, you can resume preparing your case

Adjustment Id SEARCH SHOW ALL ADJUSTMENTS Advanced Search

Requested Adjustments 1

Adjustment Id	Borrower	Basis of Alleged Error	Number of Loans	Effect on Calculation	Status
700056	989000137	Incorrect date entered repayment	1	-D 2006	Created

Showing 1 to 1 of 1

Comment

SAVE CANCEL

History

Comment ID	Date	Status	Entered By	Comments
653	Aug 19 08 at 1:36 PM	Being prepared	dpa.g	Being Prepared
652	Aug 19 08 at 1:36 PM	Case Created	dpa.g	New UDA case created

Showing 2 of 2

Figure 7-3: A newly initiated case

For instructions on preparing and submitting your UDA, please refer to Chapter 8 of this user guide, “School: Prepare and Submit UDA”.

8. SCHOOL: PREPARE AND SUBMIT UDA

8.1 Case Details Page Overview

Before we discuss the process involved in preparing an Uncorrected Data Adjustment (UDA), we will provide an overview of the Case Details page (Figure 8-1). The Case Details page is the focal point of the UDA preparation process. From this page, you can add adjustments and eventually submit your case.

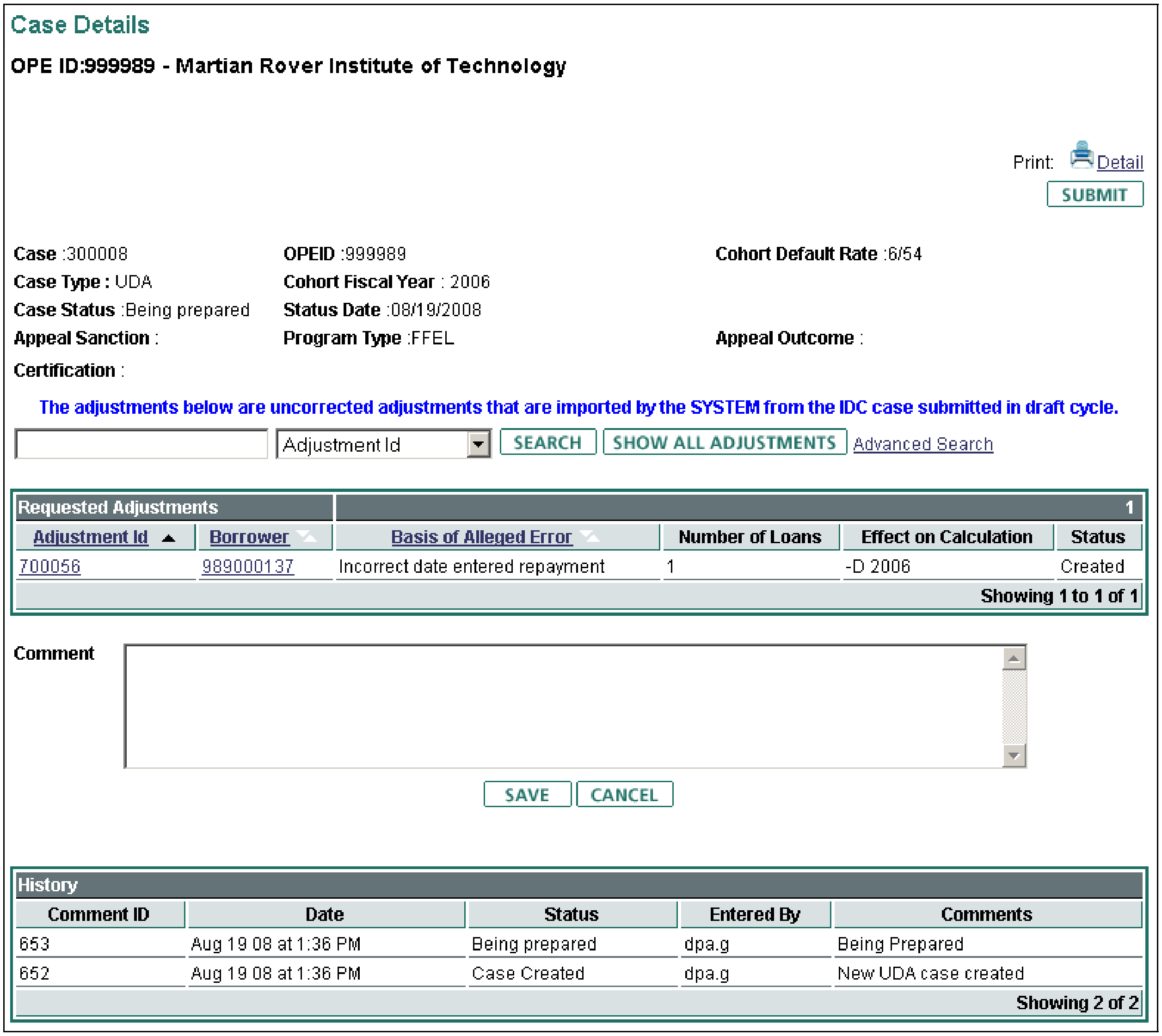


Figure 8-1: Case Details page

The Case Details page contains institutional information, case status information, a list of requested adjustments, a comment entry area, and the case history.

Institutional Information

At the top of the Case Details page, your institution's OPEID and name are displayed. If you have access to multiple Perspectives, this information will assist in verifying that you are in the correct Perspective.

Case Status Information

The current case status information is shown underneath your institution's OPEID and name. This information is populated by the system and includes:

- **Case**: The case ID number, automatically assigned by the eCDR Appeals system.
- **Case Type**: The type of challenge or appeal (e.g., IDC, NDA, UDA).
- **Case Status**: Indicates which phase the case is currently in. See Section 1.3, "UDA Workflow Phases" for more information on UDA phases. Refer to Chapter 18, "Status Codes" for a definition of status codes.
- **Appeal Sanction**: This is used only in the official process, and will be blank for the draft process.
- **OPEID**: The OPEID of the institution filing the case.
- **Cohort Fiscal Year**: The cohort year for which the case is being filed.
- **Status Date**: Indicates the date of the most recent case status update.
- **Program Type**: Indicates the type of program the school is taking part in: FFEL, DL, or FFEL/DL.
- **Cohort Default Rate**: Indicates the institution's cohort default rate.
- **Appeal Outcome**: This is used only in the official process, and will be blank for the draft process.
- **Certification**: After the case is submitted, the document certifying the school's case will be listed here.

List of Requested Adjustments

The Requested Adjustments table displays a list of adjustments that your school submitted in the draft cycle that the data manager agreed to correct, but that were not corrected in the official cycle. The example case in Figure 8-1 contains one adjustment. The columns in the Requested Adjustment table are:

- **Adjustment ID**: The adjustment ID number, automatically assigned by the eCDR Appeals system.
- **Borrower**: The social security number (SSN) of the borrower for which the adjustment has been created.
- **Basis of Alleged Error**: The reason for the adjustment.
- **Number of Loans**: Indicates how many loans associated with the specified borrower have been included in this adjustment.
- **Effect of Calculation**: Indicates what effect(s) the adjustment would have on the cohort default rate calculation. Each effect consists of three parts: an add (+) or subtract (-) sign indicating whether one (1) should be added or subtracted; a letter (N, D, or B) indicating whether the addition/subtraction should affect the numerator (N), denominator (D), or both (B); and the cohort year in which the effect is to take place.
- **Status**: The current status of the adjustment. Refer to Chapter 18, "Status Codes" for a definition of status codes.

Comments

Following the Requested Adjustments table is a comment box and a "Save" button. This form allows you to add optional comments to your case by typing in the comment field and selecting "Save". Comments will be shown in the case history. Anyone who has access to a case can see all the comments associated with that case. Once saved, comments cannot be removed, even prior to case submission.

History

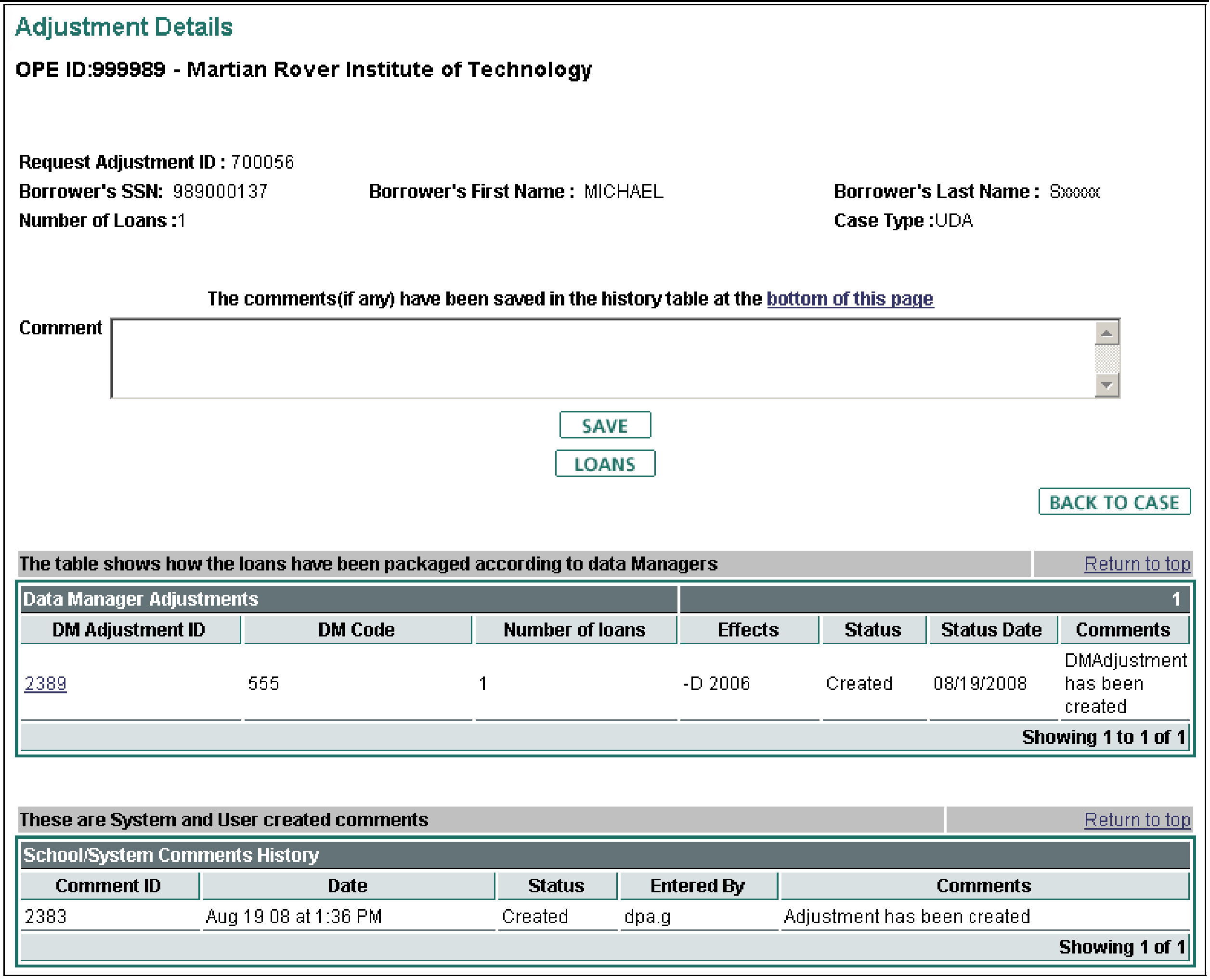
At the bottom of the page is the History table, which displays the full case history, including transitions between the various UDA Workflow phases and all comments. The history is arranged in reverse chronological order, with the most recent status change or comment at the top of the table. The example case in Figure 8-1 contains 2 status changes and comments.

8.2 Preparing the UDA

Now that you have created a new UDA case and Federal Student Aid DPM has loaded the necessary LRDR extracts, the case status has become "Being prepared". At this point, you may add comments and/or submit your UDA.

Reviewing Adjustments

To review an adjustment, go to the Case Details page and select the adjustment ID for the adjustment you want to review in the Requested Adjustments list. This will load the Adjustment Details page (Figure 8-2).



Adjustment Details

OPE ID:999989 - Martian Rover Institute of Technology

Request Adjustment ID : 700056
Borrower's SSN: 989000137 Borrower's First Name : MICHAEL Borrower's Last Name : Sxxxxx
Number of Loans :1 Case Type :UDA

The comments(if any) have been saved in the history table at the bottom of this page

Comment

SAVE

LOANS

BACK TO CASE

The table shows how the loans have been packaged according to data Managers — Return to top

Data Manager Adjustments						1
DM Adjustment ID	DM Code	Number of loans	Effects	Status	Status Date	Comments
2389	555	1	-D 2006	Created	08/19/2008	DMAdjustment has been created
						Showing 1 to 1 of 1

These are System and User created comments — Return to top

School/System Comments History				
Comment ID	Date	Status	Entered By	Comments
2383	Aug 19 08 at 1:36 PM	Created	dpa.g	Adjustment has been created
				Showing 1 of 1

Figure 8-2: Adjustment Details page

The Adjustment Details page displays information on a specific borrower adjustment you previously requested during the draft cycle.

Viewing Loans

To see which loans are associated with a borrower adjustment, click on the "Loans" button. A page will load, listing the loans (Figure 8-3). Clicking on the loan ID number will provide detailed information on the selected loan.

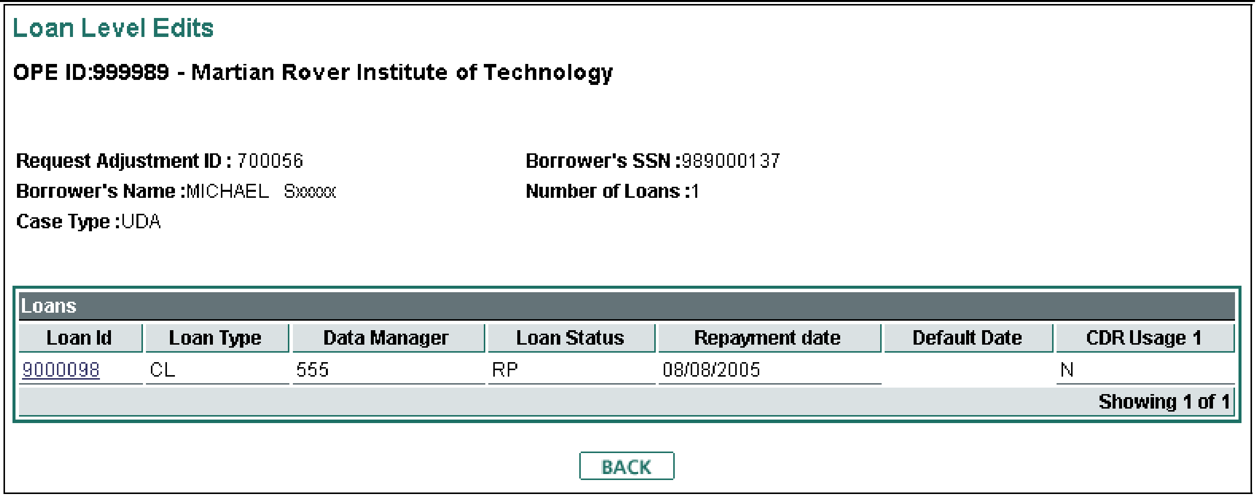


Figure 8-3: Viewing loans in an adjustment

Adding Adjustment Comments

While you are on the Adjustment Details page, you may leave a comment regarding that particular adjustment. The comment will be visible to anyone who has access to the case and adjustment.

8.3 *Submitting the UDA*

Once you have verified that all comments and documentation are ready and you are prepared to upload the certification, select the "Submit" button at the top right of the Case Details page. This will display the Case Preview page (Figure 8-4).

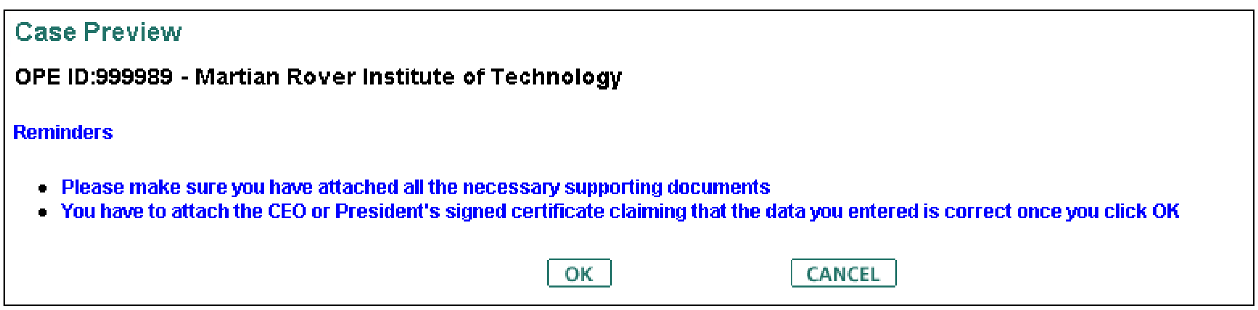


Figure 8-4: Case Preview page

The Case Preview page offers a reminder that a signed certification is required when submitting the case. If you wish to make any further changes before submission, select "Cancel" to return to the Case Details page. Otherwise, if no changes are needed, select "OK". This will load an Attachments page where you can choose the file that contains the President/CEO's certification (Figure 8-5). Section 1.4 outlines recommendations to consider when attaching a file. The certification must be a signed letter from the CEO, President, or owner of your school stating that all the data in the UDA is correct under penalty of perjury.

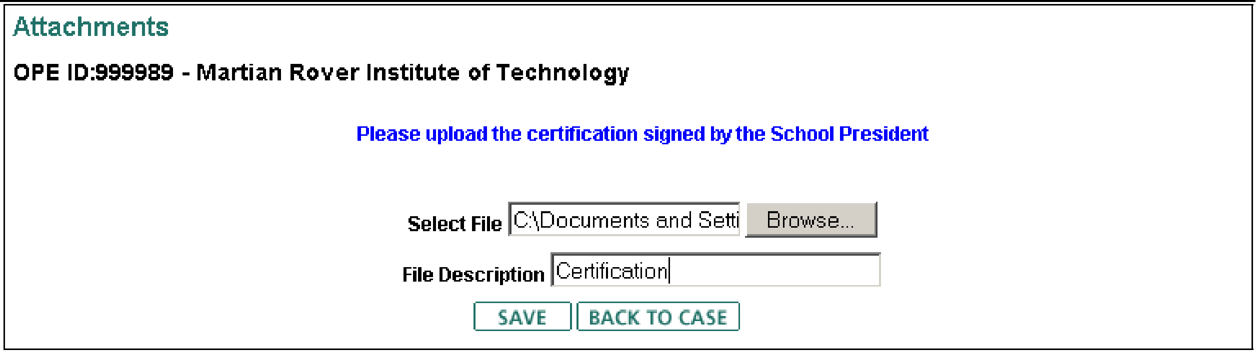


Figure 8-5: Attaching a certification

In the File Description field, simply enter "Certification". When you are done, select "Save". This will submit the case to Federal Student Aid DPM.

If the timeframe for submitting an UDA case has passed, then the system will display a message indicating that the case has been rejected due to submission outside of the timeframe.

Once the case is submitted, the Case Details page will display, confirming the submission. You will no longer be able to modify the case. DPM and the appropriate Data Managers will automatically be notified of the submitted UDA. Additionally, the status of the case in your Current Cases list will indicate that it is "Perfected/Available for FSA Review", signifying that the case is now available for DPM to review.

When DPM completes their review of your UDA and submit their response, you will be notified via email. The email will be sent to the email address you specified in your profile.

9. DPM: REVIEW UDA

9.1 Current Cases Page and Case Details Page

Before we discuss the process involved in reviewing and responding to an Uncorrected Data Adjustment (UDA), we will provide an overview of the Current Cases page and the Case Details page.

Current Cases Page Overview

First, log in to the eCDR Appeals system (refer to Chapter 2, “All Users: Navigation” for information on how to access the system and select a Perspective if needed). Select “Case” from the main menu and “View Current Cases” from the submenu. This will present you with the Current Cases page. DPM Case Managers and DPM Case Workers will have a slightly different view of the list.

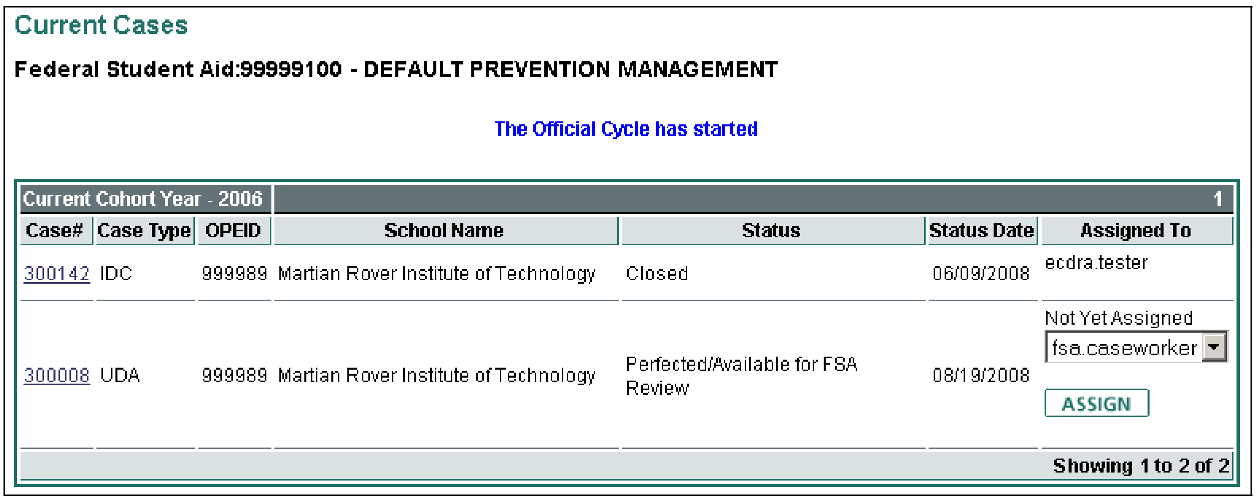


Figure 9-1: Current Cases page, as seen by a DPM Case Manager or Administrator

Figure 9-1 demonstrates an example Current Cases page as seen by a Case Manager or Administrator. In the “Assigned To” column of the list, the Case Manager has the ability to assign the case to a particular Case Worker. If the case is already assigned, the name of the assignee will be displayed here.

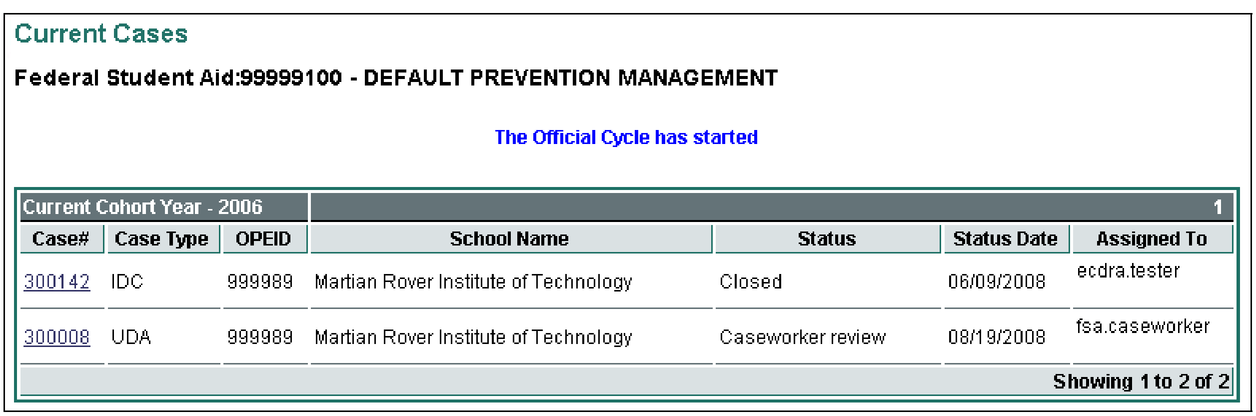


Figure 9-2: Current Cases page, as seen by a DPM Case Worker

Figure 9-2 shows the Current Cases page from a Case Worker's perspective. The difference lies in the "Assigned To" column: the Case Worker may only assign themselves to a case, and cannot assign another Case Worker to it.

The Current Cases page lists all current cases that you have access to, along with their status information. To choose a particular UDA to review, select the case ID number of the desired case. This will load the Case Details page.

Case Details Page Overview

The Case Details page (Figure 9-3) is the focal point of the UDA review process. From this page, you can view the overall status of a case, along with its individual adjustments, data manager input, borrowers, loans, status history and comments.

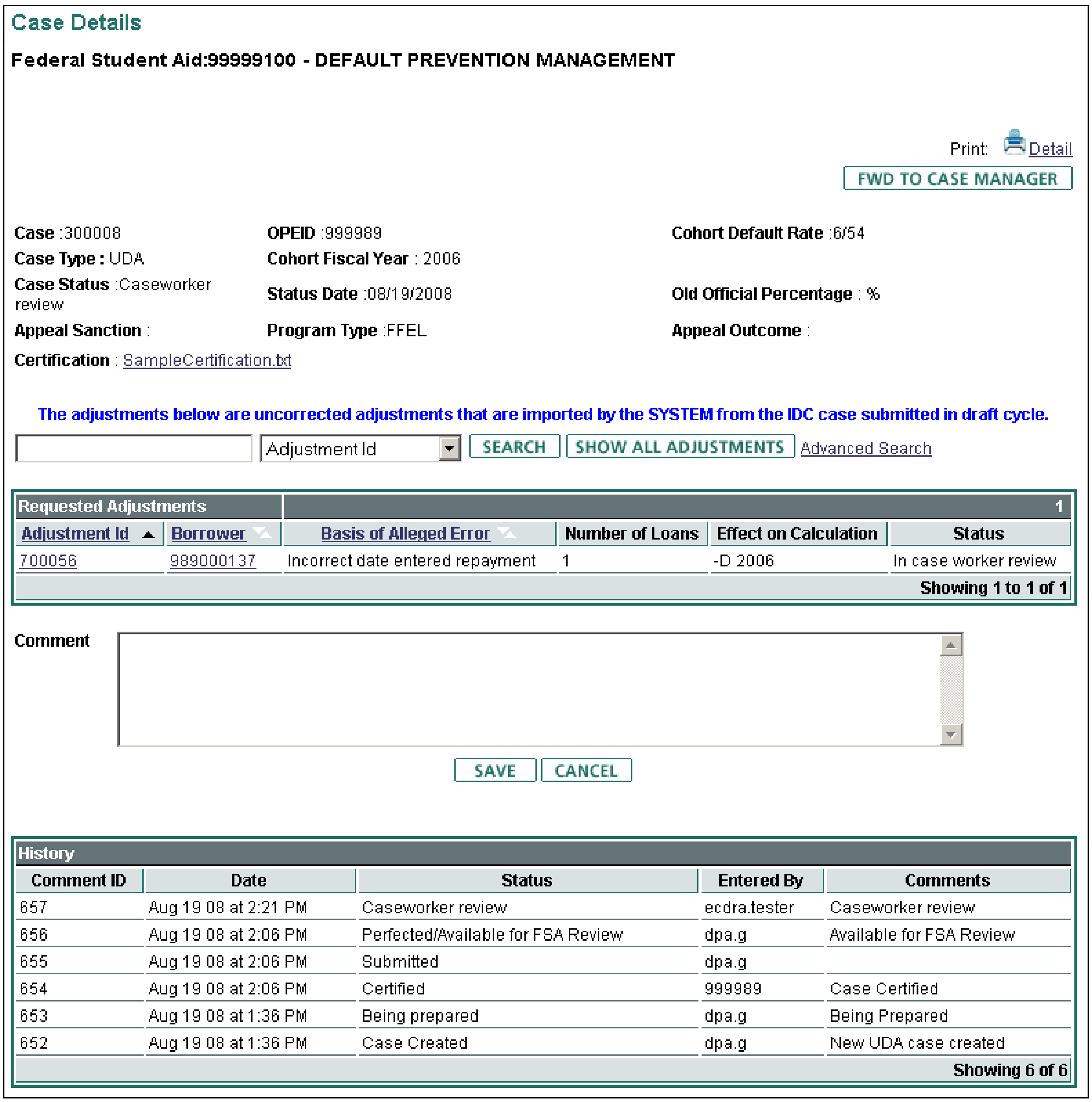


Figure 9-3: Case Details page

Organization Information

At the top of the Case Details page, the DPM organization code and name are displayed. If you have access to multiple Perspectives, this information will assist in verifying that you are in the correct Perspective.

Case Status Information

The current case status information is shown underneath your agency's code and name. This information is populated by the system and includes:

- **Case**: The case ID number, automatically assigned by the eCDR Appeals system.
- **Case Type**: The type of challenge or appeal (e.g., IDC, NDA, UDA).
- **Case Status**: Indicates which phase the case is currently in. See Section 1.3, "UDA Workflow Phases" for more information on UDA phases. Refer to Chapter 18, "Status Codes" for a definition of status codes.
- **Appeal Sanction**: This is used only in the official process, and will be blank for the draft process.
- **OPEID**: The OPEID of the institution filing the case.
- **Cohort Fiscal Year**: The cohort year for which the case is being filed.
- **Status Date**: Indicates the date of the most recent case status update.
- **Program Type**: Indicates the type of program the school is taking part in: FFEL, DL, or FFEL/DL.
- **Cohort Default Rate**: Indicates the institution's cohort default rate.
- **Appeal Outcome**: This is used only in the official process, and will be blank for the draft process.
- **Certification**: After the case is submitted, the document certifying the school's case will be listed here.

List of Requested Adjustments

The Requested Adjustments table displays a list of adjustments that are associated with your agency. The example case in Figure 9-3 contains one adjustment. The columns in the Requested Adjustment table are:

- **Adjustment ID**: The adjustment ID number, automatically assigned by the eCDR Appeals system.
- **Borrower**: The social security number (SSN) of the borrower for which the adjustment has been created.
- **Basis of Alleged Error**: The reason for the adjustment.
- **Number of Loans**: Indicates how many loans associated with the specified borrower will be included in this adjustment.
- **Effect of Calculation**: Indicates what effect(s) the adjustment would have on the cohort default rate calculation. Each effect consists of three parts: an add (+) or subtract (-) sign indicating whether one (1) should be added or subtracted; a letter (N, D, or B) indicating whether the addition/subtraction should affect the numerator (N), denominator (D), or both (B); and the cohort year in which the effect is to take place.
- **Status**: The current status of the adjustment. Refer to Chapter 18, "Status Codes" for a definition of status codes.

Comments

Following the Requested Adjustments table is a comment box and a "Save" button. This form allows you to add optional comments to your case by typing in the comment field and selecting "Save". Comments will be shown in the case history. Anyone who has access to a case can see all the comments associated with that case. Once saved, comments cannot be removed.

History

At the bottom of the page is the History table, which displays the full case history, including transitions between the various UDA Workflow phases and all comments. The history is arranged in reverse chronological order, with the most recent status change or comment at the top of the table. The example case in Figure 9-3 contains six status changes and comments.

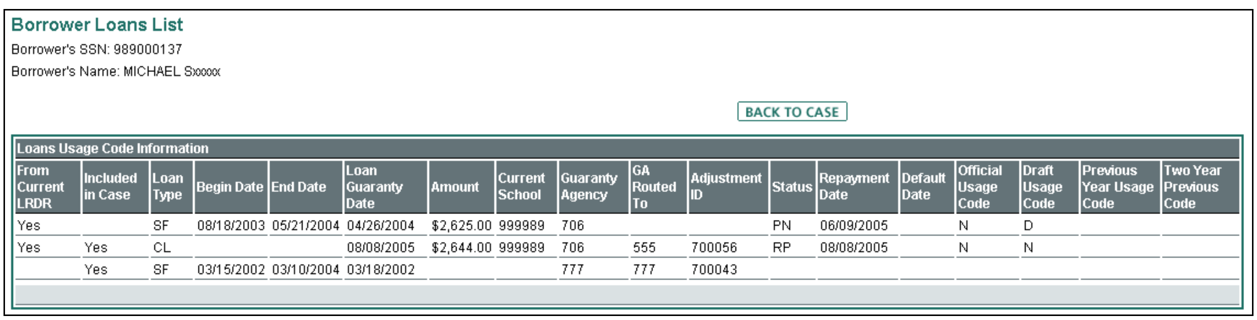
9.2 Reviewing an UDA

After a school submits an UDA, Federal Student Aid will automatically be notified via email that the UDA is ready for review. The email will be sent to the email address specified in the Federal Student Aid eCDR Appeals profile.

To review an UDA, first open it from the Current Cases page. To do this, select the desired case number from the Current Cases list. The Case Details page will load. On the Case Details page, the Requested Adjustments table will list the adjustments requested by the institution.

Viewing Borrower Information

To examine the loan information for a borrower in an adjustment, select the borrower's SSN from the Requested Adjustments table. The Borrower Loans List page will load, displaying a table that lists the loans associated with that borrower (Figure 9-4).


Borrower Loans List

Borrower's SSN: 989000137

Borrower's Name: MICHAEL Sxxxxx

BACK TO CASE

Loans Usage Code Information

From Current LRDR	Included in Case	Loan Type	Begin Date	End Date	Loan Guaranty Date	Amount	Current School	Guaranty Agency	GA Routed To	Adjustment ID	Status	Repayment Date	Default Date	Official Usage Code	Draft Usage Code	Previous Year Usage Code	Two Year Previous Code
Yes		SF	08/18/2003	05/21/2004	04/26/2004	$2,625.00	999989	706			PN	06/09/2005		N	D		
Yes	Yes	CL			08/08/2005	$2,644.00	999989	706	555	700056	RP	08/08/2005		N	N		
	Yes	SF	03/15/2002	03/10/2004	03/18/2002			777	777	700043							

Figure 9-4: Viewing a borrower's loans

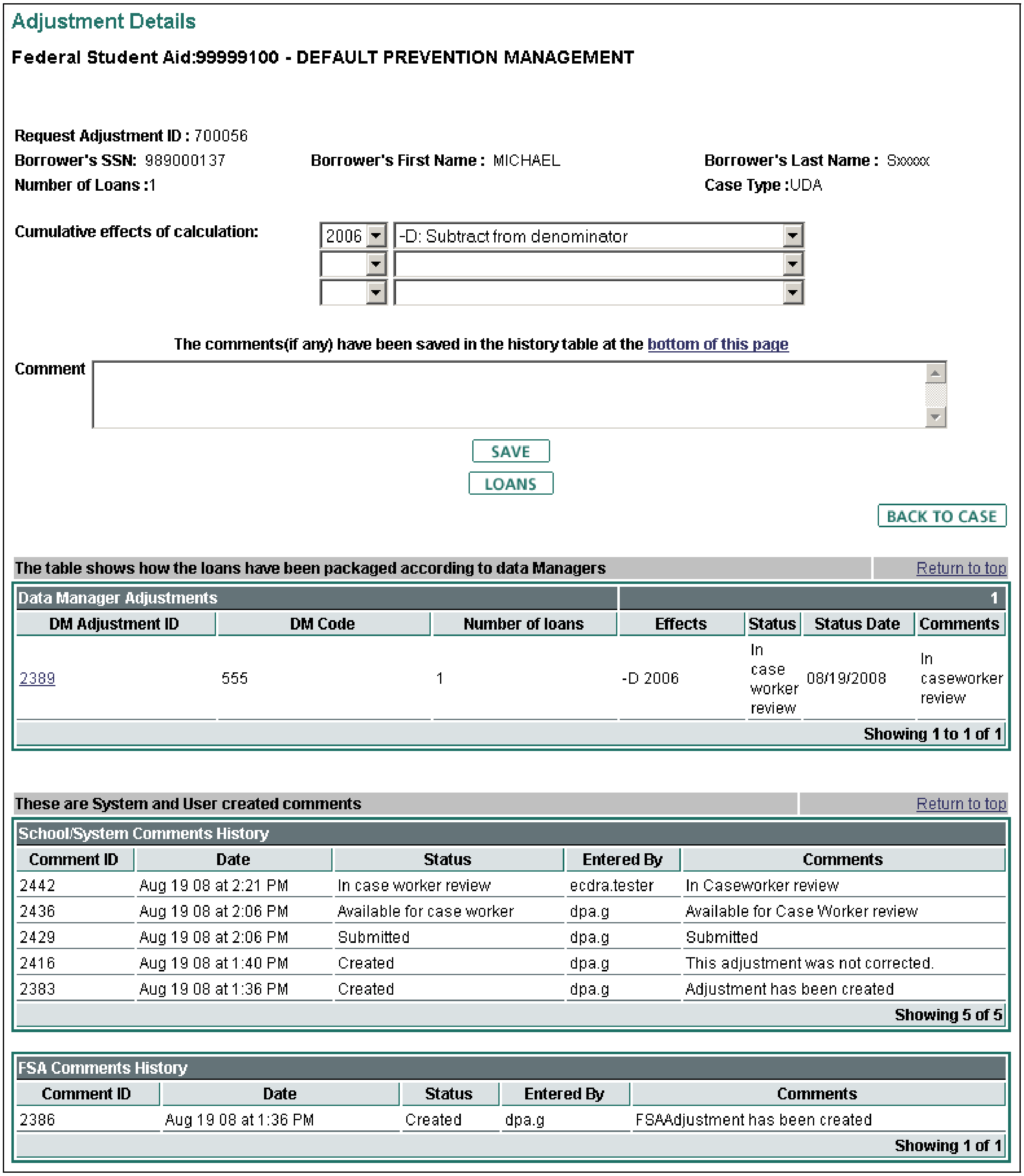
The "From Current Year" column identifies loans that are either in the current year's LRDR or were manually added. If there is no "Yes" indicator in that column, the loan record is from one of the previous years' LRDR. You can see the usage code for the loans, whether current usage code or from previous years, on the right hand side of the table Usage History" from the submenu. You may have to scroll to the right of the page to see the columns.

Please note that the Repayment Date and Default Date columns are populated for current year loans only. Also, duplicated loans (loans that are counted in the current cohort year and one or both of the previous cohort years) are easily identifiable as they appear on one of line of the

"Borrower Loans List" table with usage codes from previous years showing in the appropriate columns ("Previous Year Usage Code" and "Two Year Previous Code").

Viewing Adjustment Information

To review an adjustment, go to the Case Details page and select the adjustment ID for the adjustment you want to review. This will load the Adjustment Details page (Figure 9-5).



Adjustment Details

Federal Student Aid:99999100 - DEFAULT PREVENTION MANAGEMENT

Request Adjustment ID : 700056
Borrower's SSN: 989000137 **Borrower's First Name :** MICHAEL **Borrower's Last Name :** Sxxxxx
Number of Loans :1 **Case Type :**UDA

Cumulative effects of calculation: 2006 -D: Subtract from denominator

The comments(if any) have been saved in the history table at the bottom of this page

Comment

SAVE
LOANS
BACK TO CASE

The table shows how the loans have been packaged according to data Managers Return to top

Data Manager Adjustments			1			
DM Adjustment ID	**DM Code**	**Number of loans**	**Effects**	**Status**	**Status Date**	**Comments**
2389	555	1	-D 2006	In case worker review	08/19/2008	In caseworker review
						Showing 1 to 1 of 1

These are System and User created comments Return to top

School/System Comments History				
Comment ID	**Date**	**Status**	**Entered By**	**Comments**
2442	Aug 19 08 at 2:21 PM	In case worker review	ecdra.tester	In Caseworker review
2436	Aug 19 08 at 2:06 PM	Available for case worker	dpa.g	Available for Case Worker review
2429	Aug 19 08 at 2:06 PM	Submitted	dpa.g	Submitted
2416	Aug 19 08 at 1:40 PM	Created	dpa.g	This adjustment was not corrected.
2383	Aug 19 08 at 1:36 PM	Created	dpa.g	Adjustment has been created
				Showing 5 of 5

FSA Comments History				
Comment ID	**Date**	**Status**	**Entered By**	**Comments**
2386	Aug 19 08 at 1:36 PM	Created	dpa.g	FSAAdjustment has been created
				Showing 1 of 1

Figure 9-5: Adjustment Details page

The Adjustment Details page displays information on a borrower adjustment requested by an institution. The borrower's personal information and number of loans in the adjustment are displayed at the top of the page. Cumulative effects of calculation and comments may be entered on this page.

The Data Manager Adjustments table provides links to each data manager's response to the adjustment. Selecting one of these links will load the Data Manager Adjustment Details page, showing the data manager's detailed response to an adjustment.

The School/System Comments History table outlines the history of the adjustment and displays any comments that were previously added by the school and data managers. The most recent comment is listed at the top.

The FSA Comments History table lists comments added by DPM Case Workers regarding the adjustment.

If more information on a Data Manager Adjustment is required, see Chapter 10 for instructions on how to request more information from a Data Manager.

When a Data Manager Adjustment has satisfactorily passed review, it should be marked as complete. To do this, open the Data Manager Adjustment page for the adjustment and select the "FSA Review Complete" button. This will change the Data Manager Adjustment status to "Case worker review complete".

10. DPM: REQUEST MORE INFORMATION

10.1 Requesting More Information from the Data Manager

Once you have examined the institution's requested adjustments, you may find it necessary to request more information from the Data Manager. On the Adjustment Details page, select an adjustment from the Data Manager Adjustments table. This will load the Data Manager Adjustment Details page (Figure 10-1).

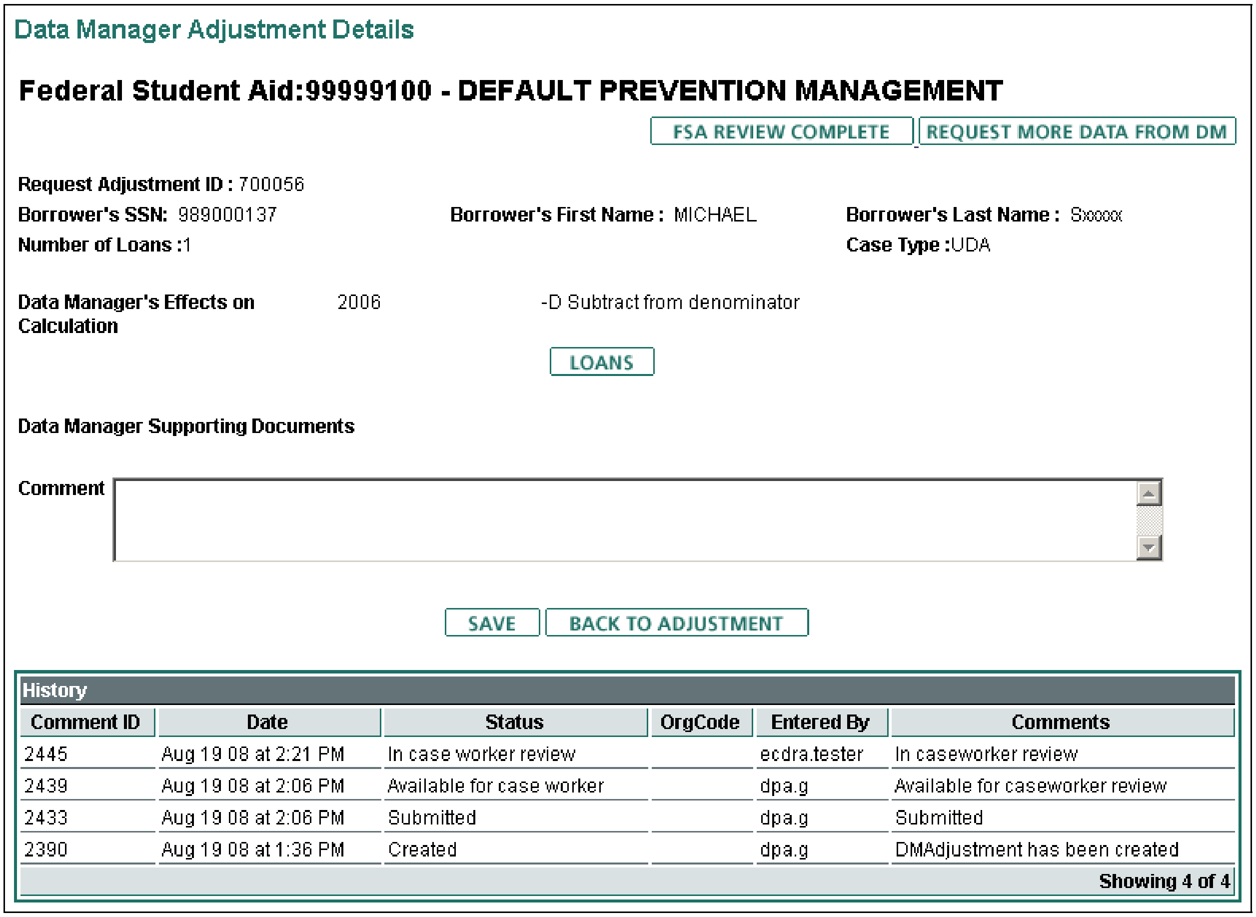


Figure 10-1: Data Manager Adjustment Details page

The Data Manager Adjustment Details page allows you to request more information from the Data Manager. Select the "Request More Data From DM" button at the top right of the screen to request more information. You will be provided with a Correspondence page to specify what information you are requesting from the Data Manager (Figure 10-2).

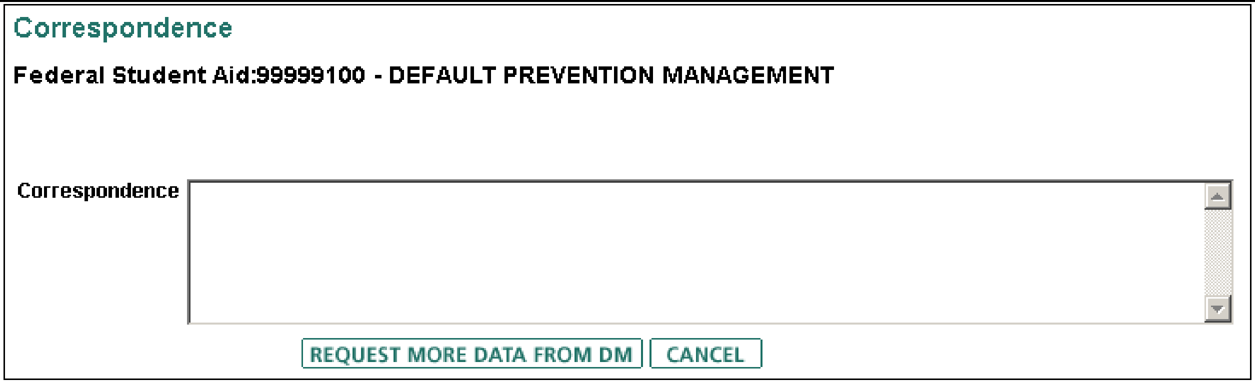
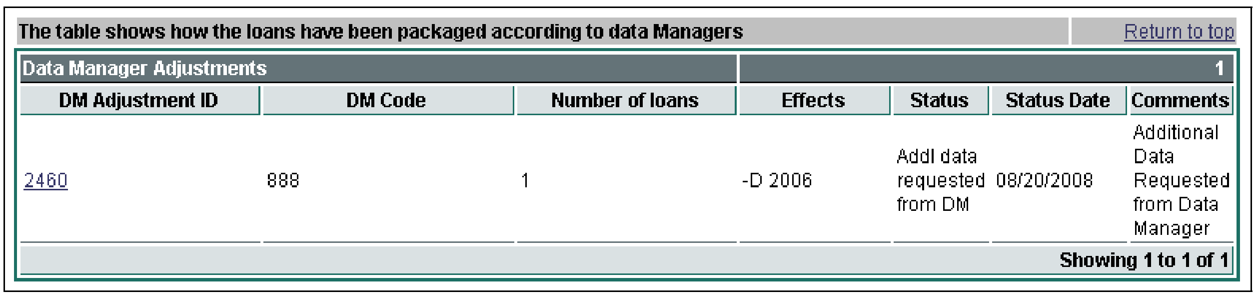


Figure 10-2: Requesting more information from a Data Manager

After entering your correspondence with the Data Manager, select the "Request More Data From DM" button to send the request. You will be returned to the Adjustment Details page. In the Data Manager Adjustments table, the status of the adjustment will indicate that more data has been requested from the Data Manager (Figure 10-3).



The table shows how the loans have been packaged according to data Managers — Return to top

Data Manager Adjustments — 1

DM Adjustment ID	DM Code	Number of loans	Effects	Status	Status Date	Comments
2460	888	1	-D 2006	Addl data requested from DM	08/20/2008	Additional Data Requested from Data Manager

Showing 1 to 1 of 1

Figure 10-3: DM Adjustments table with status indicating that more data has been requested

An automatic notification will be sent to the Data Manager via email to inform them that you have requested more information. After the Data Manager responds to your request, you will also be notified via email.

Note: You may repeat this information request process as often as needed after the Data Manager has responded to your most recent request.

11. DATA MANAGER: PROVIDE MORE INFORMATION

11.1 When DPM Requests Information

If Federal Student Aid DPM determines that more information is necessary before they can produce a response to a school's UDA, they may opt to request more information from you through the eCDR Appeals system. You will receive an email notification indicating that DPM has requested information on an adjustment.

Responding to the Request

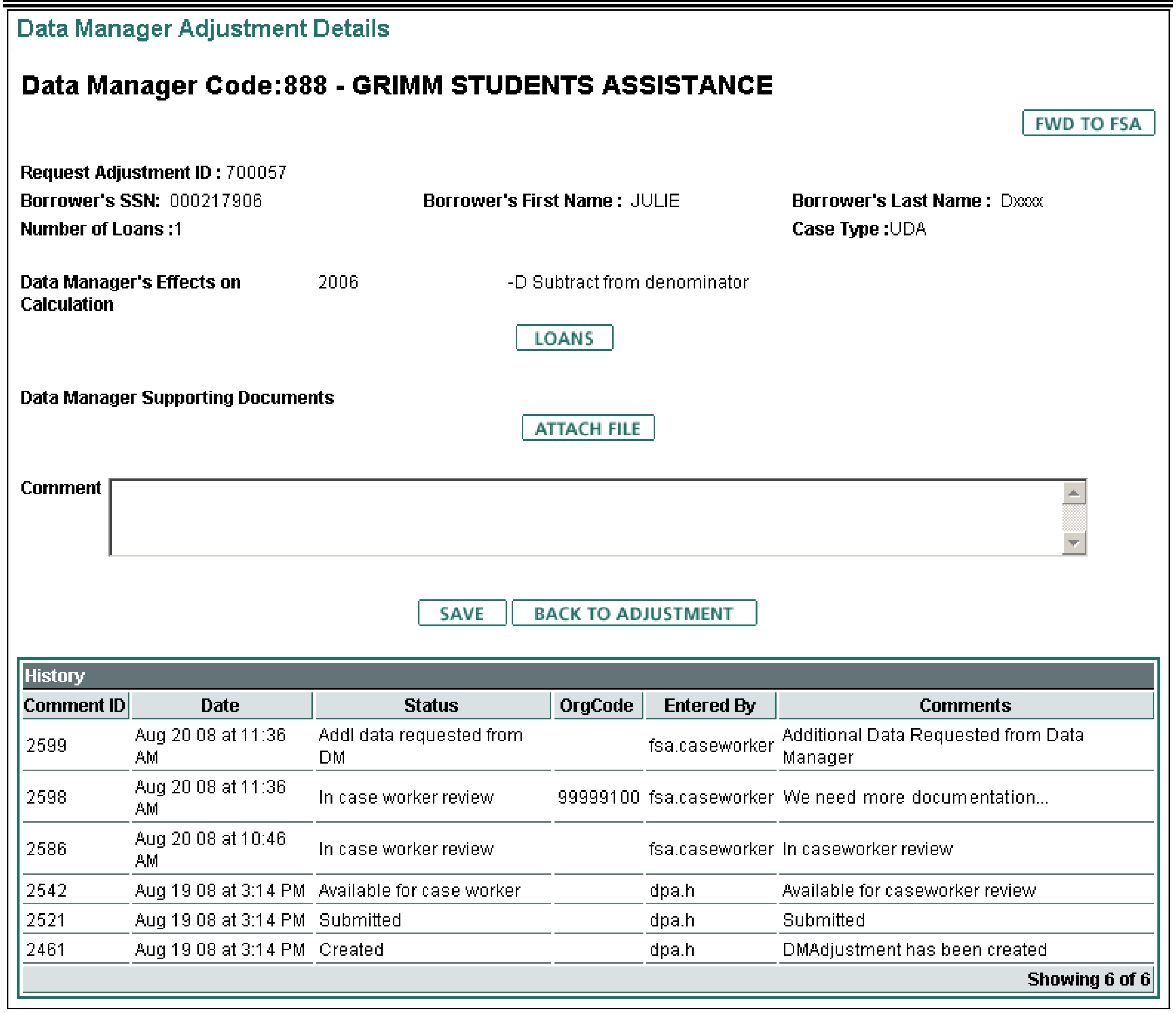
To respond to DPM's request for more information, log in to the eCDR Appeals system. Visit the Current Cases list and select the UDA in question. This will display the Case Details page. In the Requested Adjustments table, select the adjustment for which DPM has requested more information. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate which Data Manager Adjustment requires your attention (Figure 11-1).

The table shows how the loans have been packaged according to data Managers — Return to top

Data Manager Adjustments						1
DM Adjustment ID	**DM Code**	**Number of loans**	**Effects**	**Status**	**Status Date**	**Comments**
2460	888	1	-D 2006	Addl data requested from DM	08/20/2008	Additional Data Requested from Data Manager
						Showing 1 to 1 of 1

Figure 11-1: DM Adjustments table indicating an information request

Select the desired DM Adjustment ID to view the Data Manager Adjustment Details page (Figure 11-2).



Data Manager Adjustment Details

Data Manager Code:888 - GRIMM STUDENTS ASSISTANCE

FWD TO FSA

Request Adjustment ID : 700057
Borrower's SSN: 000217906 **Borrower's First Name :** JULIE **Borrower's Last Name :** Dxxxx
Number of Loans :1 **Case Type :**UDA

Data Manager's Effects on Calculation 2006 -D Subtract from denominator

LOANS

Data Manager Supporting Documents

ATTACH FILE

Comment

SAVE BACK TO ADJUSTMENT

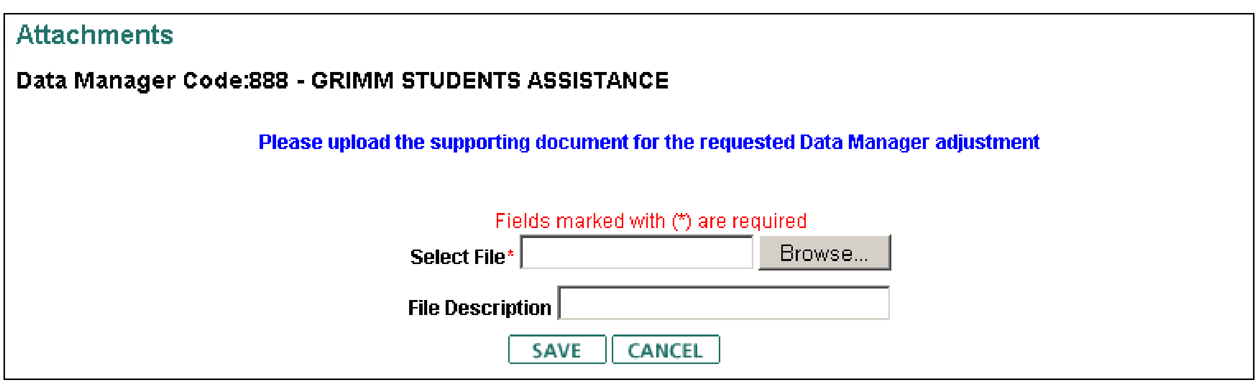
History

Comment ID	Date	Status	OrgCode	Entered By	Comments
2599	Aug 20 08 at 11:36 AM	Addl data requested from DM		fsa.caseworker	Additional Data Requested from Data Manager
2598	Aug 20 08 at 11:36 AM	In case worker review	99999100	fsa.caseworker	We need more documentation...
2586	Aug 20 08 at 10:46 AM	In case worker review		fsa.caseworker	In caseworker review
2542	Aug 19 08 at 3:14 PM	Available for case worker		dpa.h	Available for caseworker review
2521	Aug 19 08 at 3:14 PM	Submitted		dpa.h	Submitted
2461	Aug 19 08 at 3:14 PM	Created		dpa.h	DMAdjustment has been created

Showing 6 of 6

Figure 11-2: Data Manager Adjustment Details page with an information request

At the top of the History table, you will find correspondence comments from DPM that describe what information is being requested. To respond to this request by attaching a document, select the “Attach File” button. A page will load, prompting you to choose a file to attach and enter its description (Figure 11-3).



Attachments

Data Manager Code:888 - GRIMM STUDENTS ASSISTANCE

Please upload the supporting document for the requested Data Manager adjustment

Fields marked with (*) are required

Select File* Browse...

File Description

SAVE CANCEL

Figure 11-3: Attaching a file in response to an information request

Please consider the recommendations regarding file attachments in Section 1.4 when attaching a file. Once you are done attaching a file, you will be returned to the Data Manager Adjustment Details page.

You may also add a comment to the adjustment by using the comment field.

When you have completed your response to DPM's request, select the "Fwd to FSA" button at the top right of the page. A Correspondence page will load, allowing you to enter further information that will be visible to DPM (Figure 11-4).

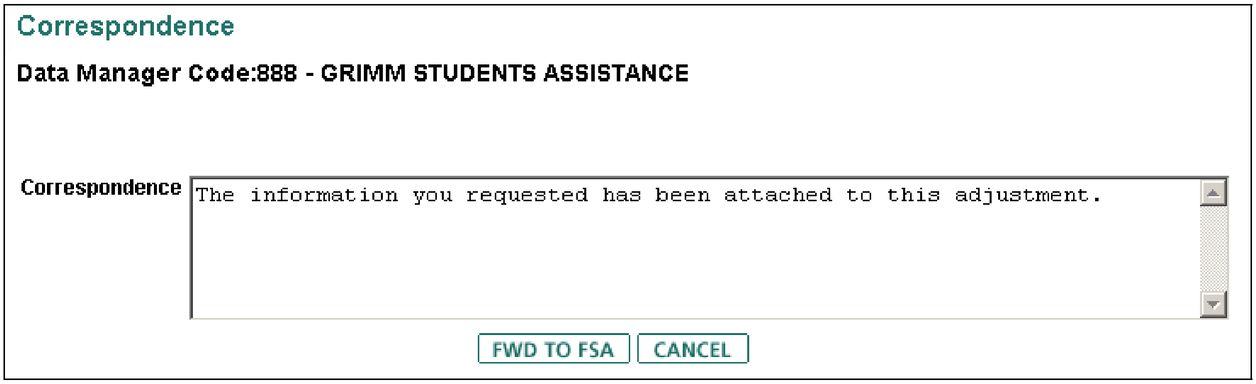
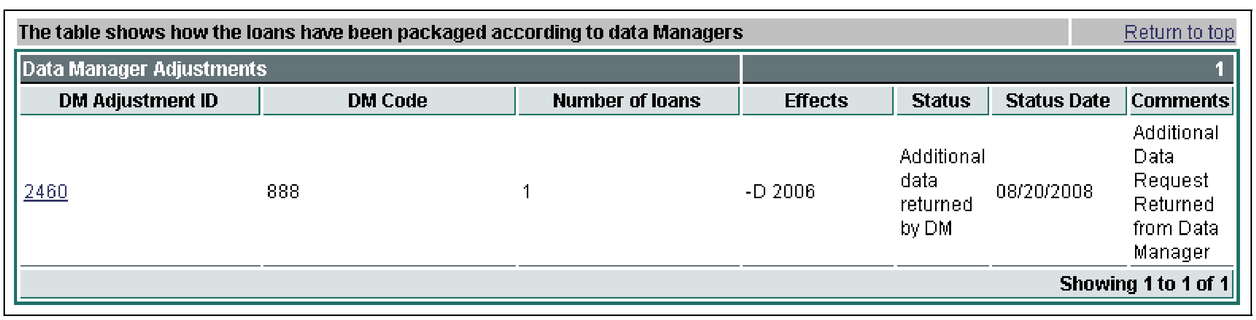


Figure 11-4: Responding to the information request

After you have entered your correspondence, select the "Fwd to FSA" button. This will send your response to DPM. DPM will be notified via email that you have responded. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate that your response has been sent (Figure 11-5).



The table shows how the loans have been packaged according to data Managers | Return to top

Data Manager Adjustments | 1

DM Adjustment ID	DM Code	Number of loans	Effects	Status	Status Date	Comments
2460	888	1	-D 2006	Additional data returned by DM	08/20/2008	Additional Data Request Returned from Data Manager

Showing 1 to 1 of 1

Figure 11-5: DM Adjustments table indicating that a response has been sent

Note: DPM has the ability to request more information as often as needed. After responding to a request, it is possible that you may receive more requests for information.

12. DPM: FINALIZE UDA

This chapter explains the processes followed by Federal Student Aid DPM to perform final reviews, cohort default rate calculation, decision letter creation, and case closure.

12.1 Reviewing the UDA (Case Worker)

Chapter 9 describes the methods involved in reviewing an UDA. Chapters 10 and 11 explain the process in which DPM may request more information on an adjustment from a data manager. This section explains how to view data manager responses, marking adjustments as complete, and forwarding the case to a Case Manager.

Viewing Responses to Your Information Requests

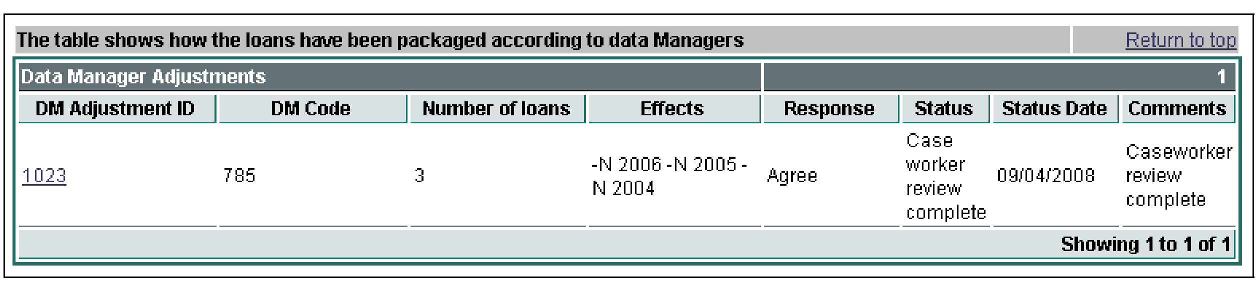
If you requested additional information from the data manager and they responded, you will have received an automatic email notification of their response. The email indicates which data manager has responded and to which adjustment it pertains. To view the response, log in to eCDR Appeals and open the Data Manager Adjustment Details page for the adjustment in question.

Completing Review of a Data Manager Adjustment

Once it is determined that a data manager adjustment is acceptable, open the Data Manager Adjustment Details page for that adjustment (Figure 12-1).

Figure 12-1: Top portion of the DM Adjustment Details page

Select the "FSA Review Complete" button at the top right of the page. You will be returned to the Adjustment Details page, and the completed data manager adjustment in the Data Manager Adjustments table will be marked as complete (Figure 12-2).



The table shows how the loans have been packaged according to data Managers — Return to top

Data Manager Adjustments — 1

DM Adjustment ID	DM Code	Number of loans	Effects	Response	Status	Status Date	Comments
1023	785	3	-N 2006 -N 2005 -N 2004	Agree	Case worker review complete	09/04/2008	Caseworker review complete

Showing 1 to 1 of 1

Figure 12-2: DM Adjustments table indicating that the review is complete

Forwarding to a Case Manager

Once all adjustments in a case have been reviewed and the case is ready for Case Manager QC review, go to the Case Details page. Select the "Fwd to Case Manager" button at the top right of the Case Details page. This will place the case in "Available for Case Manager Review" status, at which point a Case Manager may self-assign the case for QC review.

If there are any Data Manager Adjustments that were not marked as complete, the case will not be forwarded and an error message will be displayed.

12.2 Reviewing the UDA (Case Manager)

Self-Assigning a Case

When a case is available for QC review, it will appear in the list on the Current Cases page with a status of "Available for Case Manager review". Additionally, a "Self Assign" button will appear next to the case. See Figure 12-3 for an example.

Figure 12-3: UDA available for a Case Manager QC review

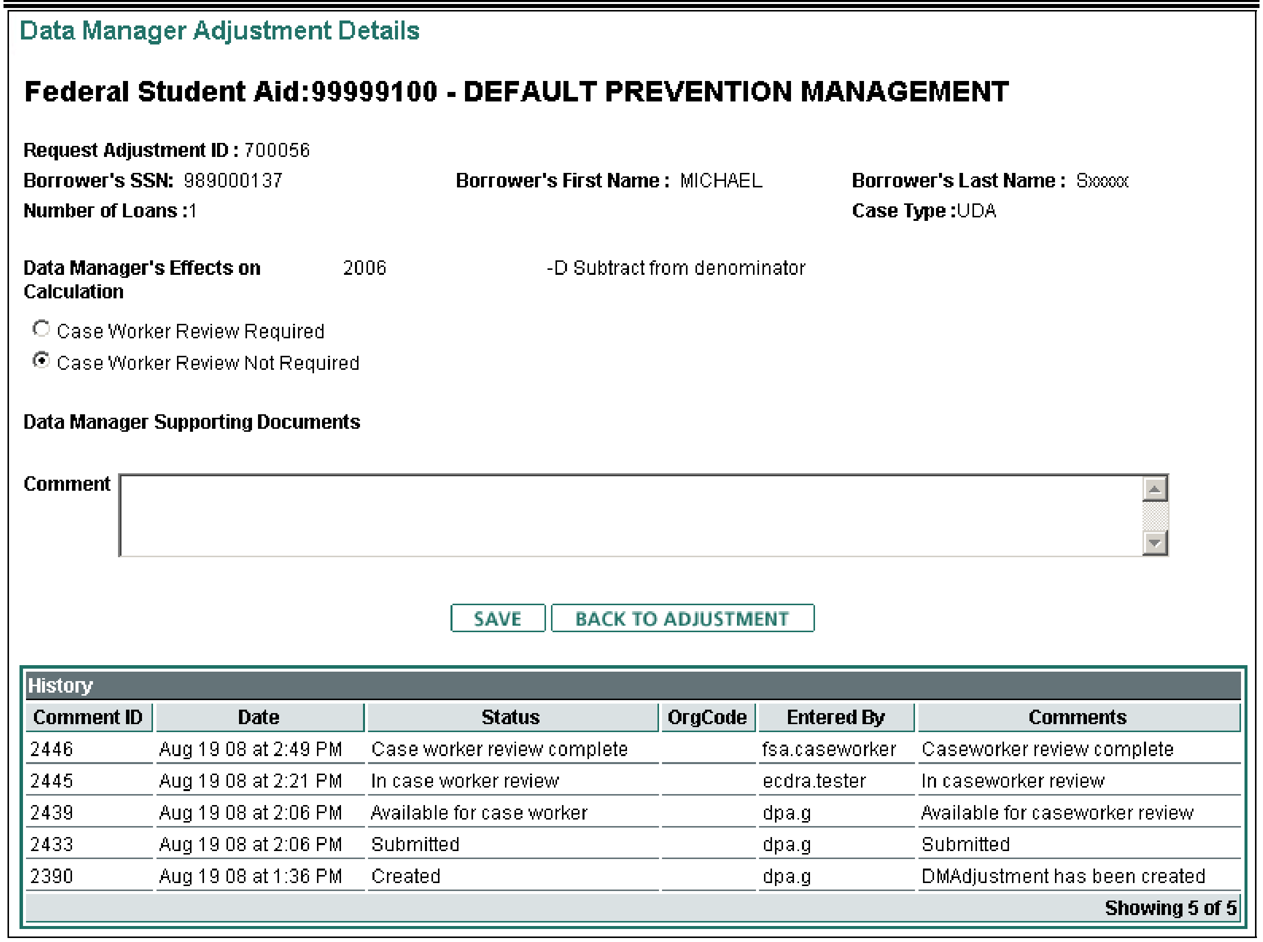
To assign the case to yourself, click the "Self Assign" button. The Current Cases page will reload, and the status of the case will now read "Case Manager review". At this point, you may access the case for review by clicking on the case ID number.

Reviewing the Case

See Chapter 9 for an overview of the eCDR Appeals interface used to review a case. As you review each Data Manager Adjustment, the Data Manager Adjustment Details page (Figure 12-4) will offer two options regarding Case Worker review:

- Case Worker Review Required
- Case Worker Review Not Required

If the adjustment is in need of further review by the Case Worker, select the "Case Worker Review Required" option and click the "Save" button.



Data Manager Adjustment Details

Federal Student Aid:99999100 - DEFAULT PREVENTION MANAGEMENT

Request Adjustment ID : 700056

Borrower's SSN: 989000137 **Borrower's First Name :** MICHAEL **Borrower's Last Name :** Sxxxxx

Number of Loans :1 **Case Type :**UDA

Data Manager's Effects on Calculation 2006 -D Subtract from denominator

Case Worker Review Required

Case Worker Review Not Required

Data Manager Supporting Documents

Comment

SAVE BACK TO ADJUSTMENT

History

Comment ID	Date	Status	OrgCode	Entered By	Comments
2446	Aug 19 08 at 2:49 PM	Case worker review complete		fsa.caseworker	Caseworker review complete
2445	Aug 19 08 at 2:21 PM	In case worker review		ecdra.tester	In caseworker review
2439	Aug 19 08 at 2:06 PM	Available for case worker		dpa.g	Available for caseworker review
2433	Aug 19 08 at 2:06 PM	Submitted		dpa.g	Submitted
2390	Aug 19 08 at 1:36 PM	Created		dpa.g	DMAdjustment has been created

Showing 5 of 5

Figure 12-4: Data Manager Adjustment Details page during QC review

Returning the Case for Additional Work

If the case needs further work by a Case Worker before the cohort default rate calculation or decision letter creation may take place, it can be returned. To return a case to the Case Worker that originally reviewed it, load the Case Details page. Click on the "Back to Case Worker" button located at the top right of the page.

Routing to a Case Worker

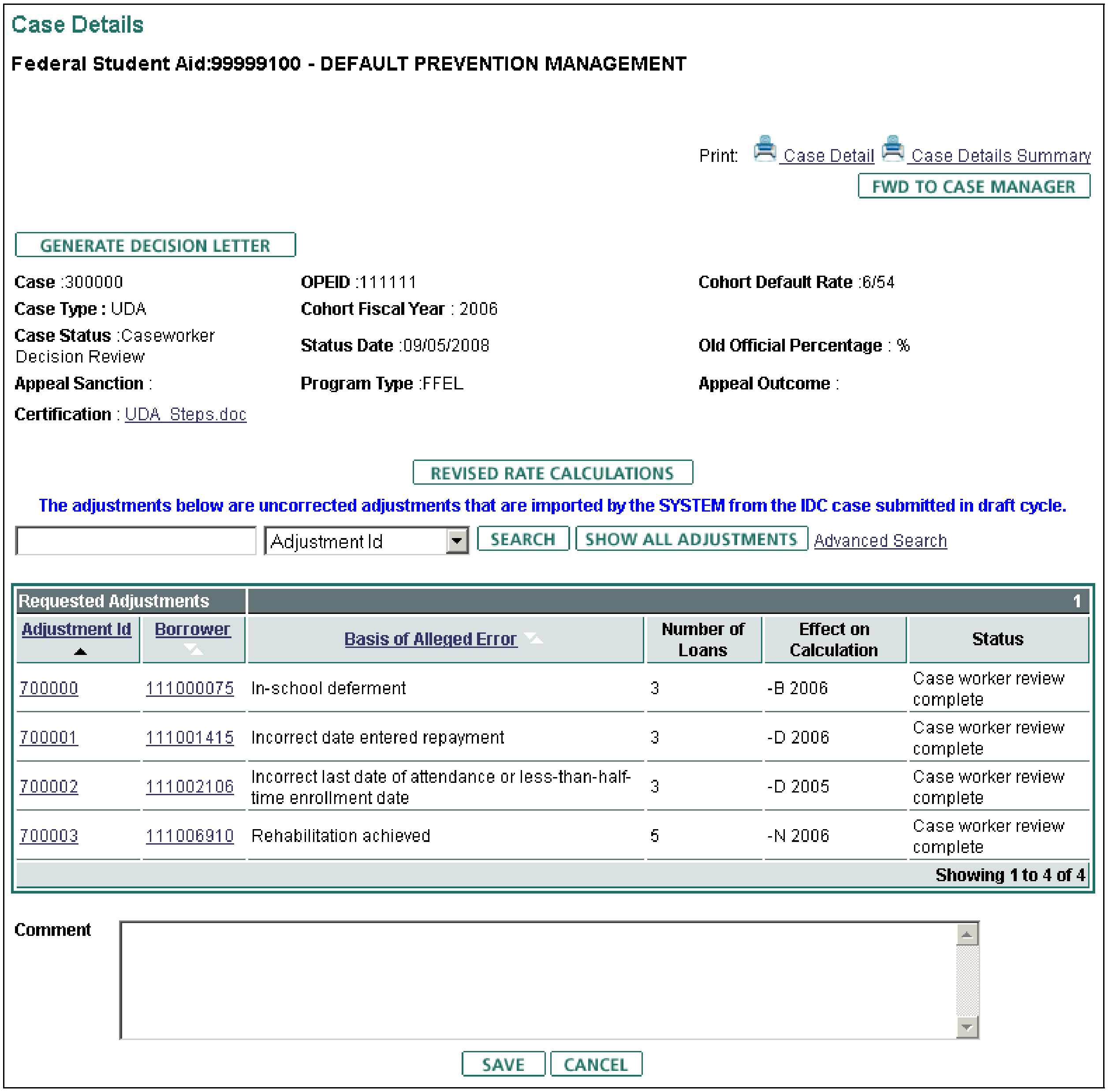
If the case has passed your QC review and is ready for cohort default rate calculation and decision letter creation, you may route the case back to the Case Worker so that it may be finalized. To route the case back after a successful QC review, load the Case Details page. Click on the "Review Complete" button located at the top right of the page.

The case will be placed in "Caseworker Decision Review" status, enabling the Case Worker to enter revised CDR calculations and generate a decision letter.

12.3 *Finalizing the UDA (Case Worker)*

When an UDA has successfully completed QC review, it is ready to be updated with recalculated cohort default rate data from NSLDS (if applicable) and a decision letter can be generated for the case.

To continue with these tasks, locate the UDA on the Current Cases page and click on the case ID number to open the Case Details page (Figure 12-5).


Case Details

Federal Student Aid:99999100 - DEFAULT PREVENTION MANAGEMENT

Print: Case Detail Case Details Summary

FWD TO CASE MANAGER

GENERATE DECISION LETTER

Case :300000
Case Type : UDA
Case Status :Caseworker Decision Review
Appeal Sanction :
Certification : UDA_Steps.doc

OPEID :111111
Cohort Fiscal Year : 2006
Status Date :09/05/2008
Program Type :FFEL

Cohort Default Rate :6/54
Old Official Percentage : %
Appeal Outcome :

REVISED RATE CALCULATIONS

The adjustments below are uncorrected adjustments that are imported by the SYSTEM from the IDC case submitted in draft cycle.

Adjustment Id SEARCH SHOW ALL ADJUSTMENTS Advanced Search

Requested Adjustments 1

Adjustment Id	Borrower	Basis of Alleged Error	Number of Loans	Effect on Calculation	Status
700000	111000075	In-school deferment	3	-B 2006	Case worker review complete
700001	111001415	Incorrect date entered repayment	3	-D 2006	Case worker review complete
700002	111002106	Incorrect last date of attendance or less-than-half-time enrollment date	3	-D 2005	Case worker review complete
700003	111006910	Rehabilitation achieved	5	-N 2006	Case worker review complete

Showing 1 to 4 of 4

Comment

SAVE CANCEL

Figure 12-5: Case Details page for a case that has successfully completed a Case Manager QC review

The "Revised Rate Calculations" and "Generate Decision Letter" buttons are now available. In addition, an option to print the Case Details Summary sheet has become available in the top right.

Revised Rate Calculations

The case's numerator and denominator should be input into NSLDS. If applicable, the adjusted default rate data should be obtained from NSLDS. If the numerator and denominator changes call for a CDR re-calculation, then the updated CDR data needs to be manually input into eCDR Appeals. The eCDR Appeals system will not automatically obtain the updated CDR data from NSLDS.

To input the updated CDR data into this case, click on the "Revised Rate Calculations" button. This will load the Revised Rate Calculation page (Figure 12-6).

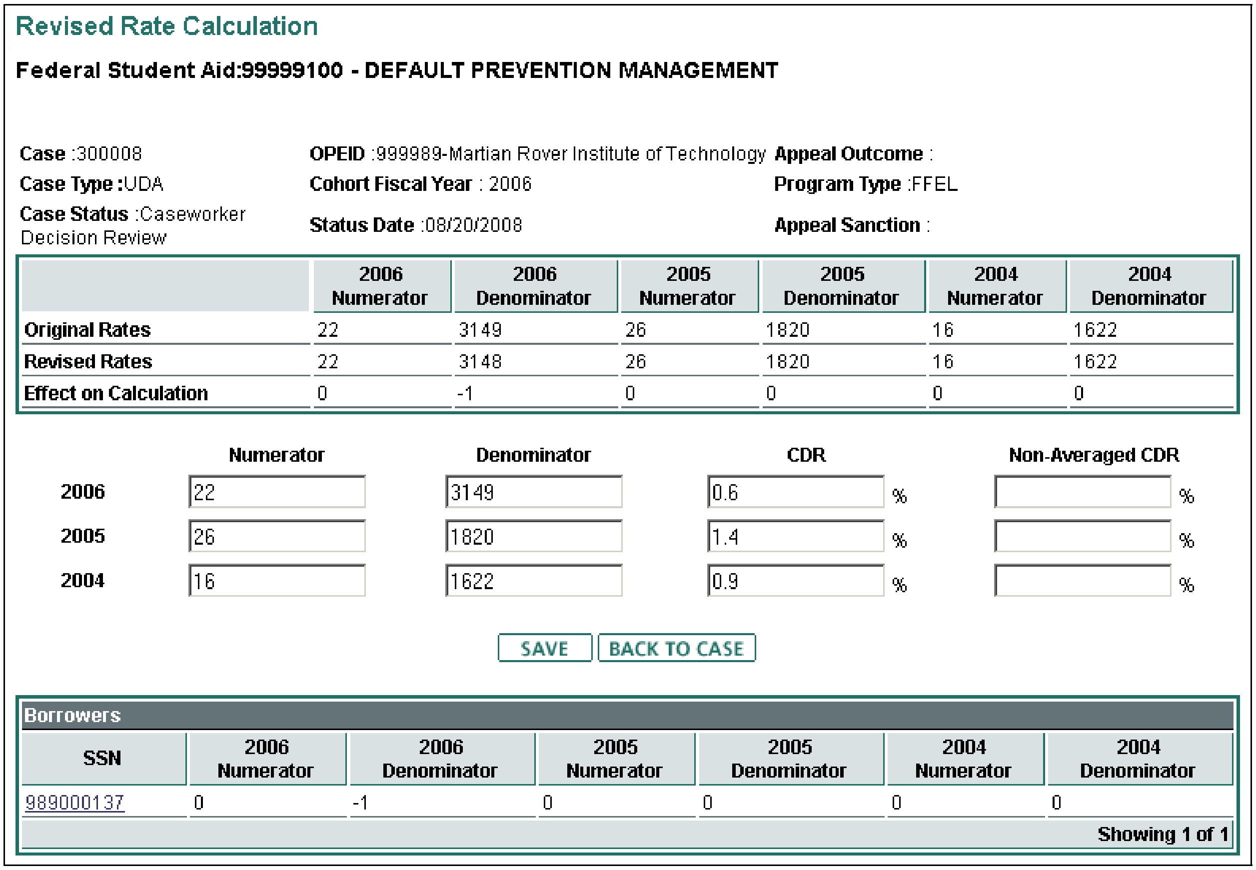


Figure 12-6: Revised Rate Calculation page

The Revised Rate Calculation page provides a table of input boxes, allowing you to enter the updated numerator, denominator, CDR and non-averaged CDR for the current and previous two cohort years. After entering the updated information, click the "Save" button. This will update the UDA case file with the new CDR data. To return to the Case Details page without saving any updates, click the "Back to Case" button.

Note: No information is automatically transmitted between eCDR Appeals and NSLDS. Any updates in NSLDS must be manually entered into eCDR Appeals. Likewise, any updates to a case in eCDR Appeals will not carry over to NSLDS. Information entered in eCDR Appeals is used only for case recordkeeping, not for official NSLDS data entry.

Decision Letter

Creating a Decision Letter

The eCDR Appeals system can assist with automatically generating a decision letter in PDF format. To generate a decision letter, click on the “Generate Decision Letter” button on the Case Details page. This will load a page with several questions (Figure 12-7).

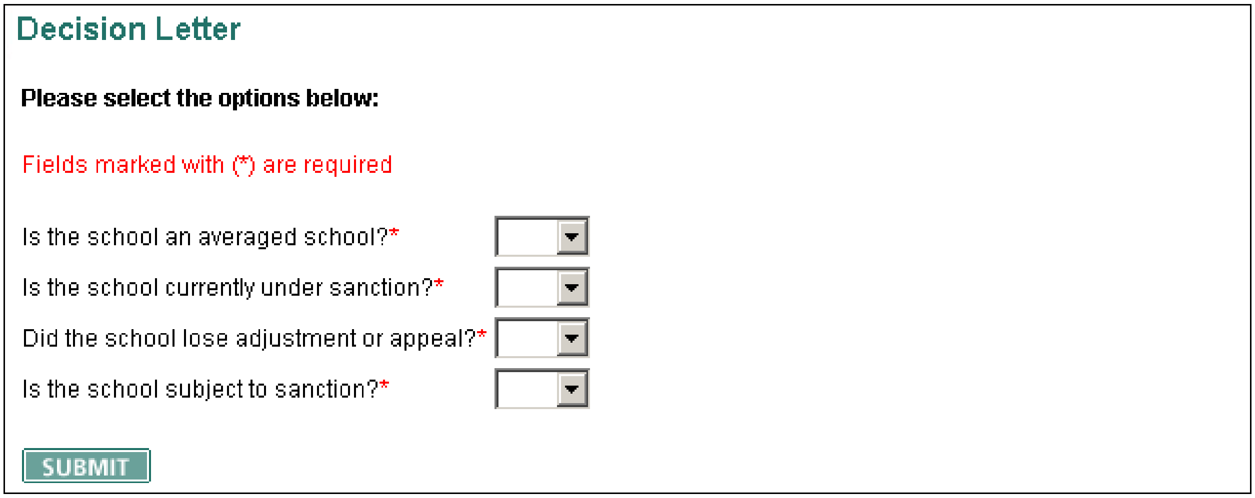


Figure 12-7: Decision Letter questions

Enter the appropriate answers to the questions and click “Submit”. Your answers will be used to create a template of the letter for you to complete. The basic decision letter template that was generated based on your answers will be displayed on the next page (Figure 12-8).

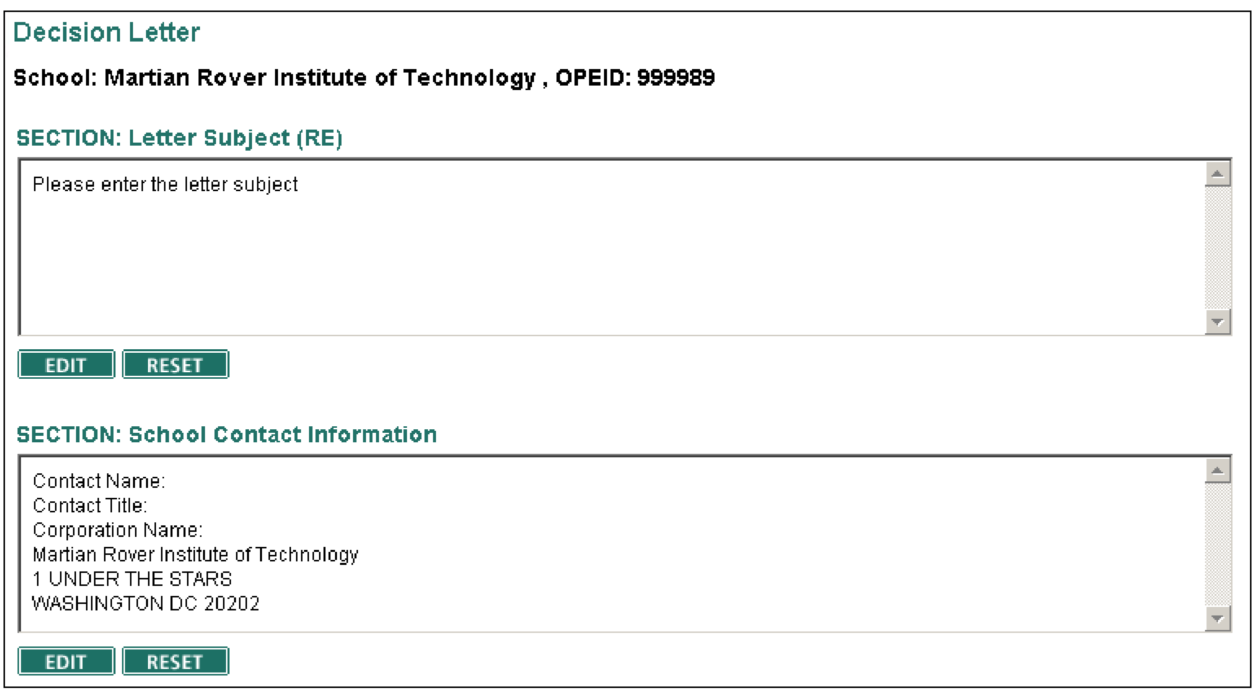


Figure 12-8: A portion of the decision letter page

The decision letter is broken up into various sections, which can be edited independently of each other.

Editing a Decision Letter Section

To modify a section of the letter, click on the "Edit" button under that section. This will load a Section Update page (Figure 12-9) in which you may make any necessary changes.

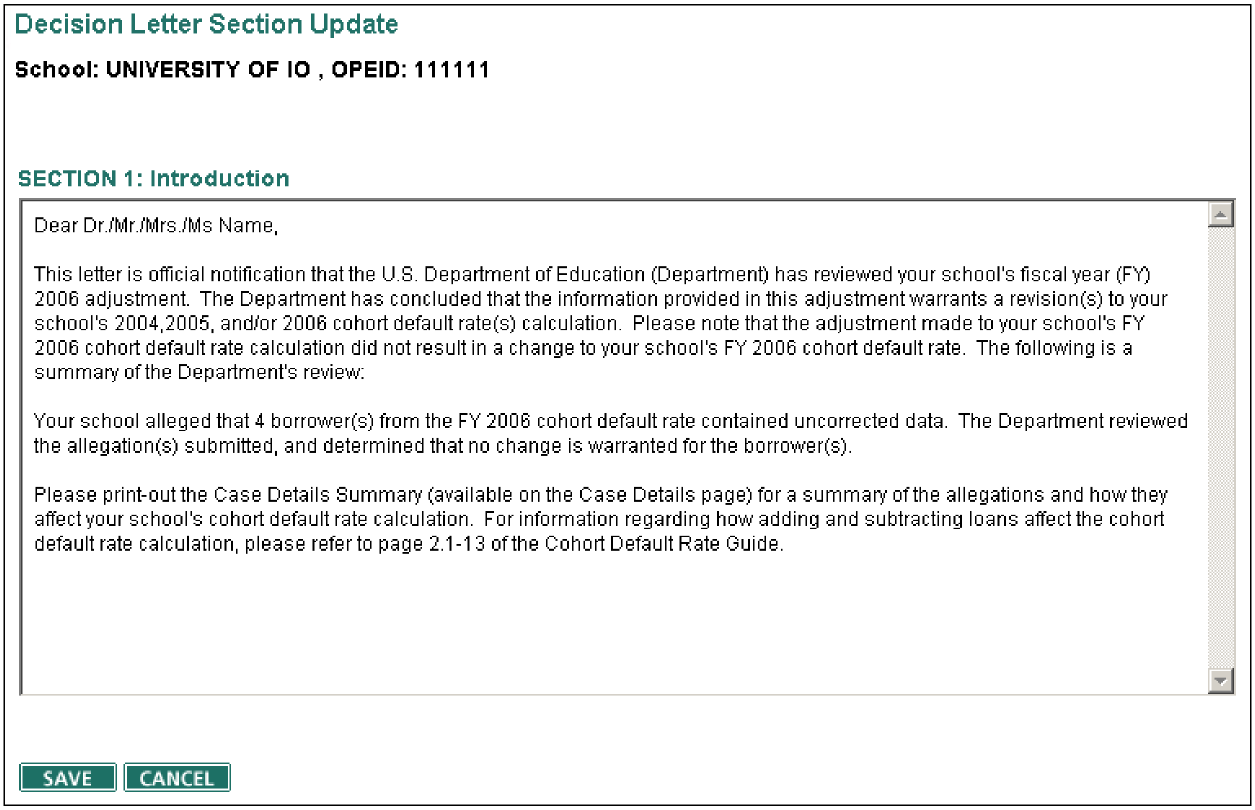


Figure 12-9: Decision Letter Section Update page

After you are done updating the section, click "Save" to return to the Decision Letter page. If you wish to return without saving your changes, click "Cancel".

Resetting a Decision Letter Section

If you wish to reset a section to the default text, click on the "Reset" button under that section. You will lose any changes you made to the section, and the content will be restored to the standard template text.

Previewing the Letter

To see how the letter will look as a PDF, click on the "Generate Decision Letter" button at the bottom of the Decision Letter page. A new window will open, loading the PDF decision letter. Note that the date will not appear until the letter is finalized.

Forwarding the UDA to a Case Manager

When all changes to the CDR data have been input and the decision letter has been prepared, the case may be submitted to a Case Manager for final review and closure. On the Case Details page, click the "Fwd to Case Manager" button. This will place the case in "Available for Case Manager Decision Review" status.

12.4 Finalizing the UDA (Case Manager)

The Case Manager decision review is the final stage in the UDA process before the case is closed. In this stage, the Case Manager does a final QC review of the cohort default rate calculation data and the decision letter before closing the case.

Reviewing the CDR Calculation

To review the CDR calculation, open the Case Details page for the UDA. Click on the "Revised Rate Calculations" button. This will load the Revised Rate Calculation page, which displays a table containing updated CDR data for the institution. You may make any necessary changes to the CDR data. After updating the CDR data, click on "Save" to store your changes. To return to the Case Details page without making any changes, click the "Back to Case" button.

Reviewing the Decision Letter

To perform a final review of the decision letter, click on the "Generate Decision Letter" button on the Case Details page. You may make any necessary changes to the decision letter. Refer to section 12.3 of this chapter for instructions on how to edit the decision letter. If the letter is ready to be finalized, click the "Finalize Decision Letter" button.

Note: Once the letter is finalized, it can no longer be modified. Ensure that all the sections are correct before finalizing.

Returning the Case for Additional Work

If the UDA needs further attention from the Case Worker, it may be returned to the Case Worker by clicking on the "Back to Case Worker" button on the Case Details page.

Closing the Case

If your QC review of the revised CDR calculations and decision letter is successful, the case can be closed. To close the case, click on the "Close Case" button at the top right of the Case Details page. A confirmation page will load, prompting you to verify whether the case should be closed. To verify, click "Close Case". To leave the case open, click "Cancel".

Once the case is closed, an automatic notification will be emailed to the institution and all affected data managers, informing them that a decision has been made. They will have the ability to log in to eCDR Appeals to view the closed case and print the decision letter and case summary.

13. DATA MANAGER: REVIEW DPM DECISION

13.1 Viewing the Finalized Case

After DPM has reviewed and finalized a case, you will receive an email notification. The case may still be viewed by visiting the Current Cases page, then selecting the case from the list. At this point, the case can no longer be modified, but you will continue to have access to view and print the case.

Note: Any changes that were agreed to in the course of the UDA Workflow must also be manually implemented in NSLDS and/or any other systems of records you may maintain. Changes and updates to borrower data and loan data within eCDR Appeals will not affect the original records.

14. SCHOOL: REVIEW DPM DECISION

14.1 Viewing the Finalized Case

After DPM has reviewed and finalized a case, you will receive an email notification. The case may still be viewed by visiting the Current Cases page, then selecting the case from the list. At this point, the case can no longer be modified, but you will continue to have access to view and print the case.

Note: Any changes that were agreed to in the course of the UDA Workflow must also be manually implemented in NSLDS and/or any other systems of records you may maintain. Changes and updates to borrower data and loan data within eCDR Appeals will not affect the original records.

15. ALL USERS: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to all users, but is not directly involved in the UDA Workflow.

15.1 Maintaining Your Profile

The eCDR Appeals system maintains two sets of contact information for your organization in your Profile: the organizational contact information, and your individual contact information. Both can be viewed and updated by selecting the "Profile" item from the main menu.

Please ensure that your Profile is up-to-date, especially at the beginning of a cohort cycle.

15.2 Printing Case Information

Case Detail

If you need a printed report on one of your cases, open the desired case from the Current Cases page. At the top right of the Case Details page, there will be a "Print: Detail" link for printing the case. The detail report provides comprehensive information on the case, all in one easy to print document.

When you select the "Detail" link, a Portable Document Format (PDF) document will load in a new window. In order to view this document, you will need the free Adobe Reader software or a similar application. Once the document loads, you may print it by selecting the print option in your web browser.

Decision Letter and Case Summary

After Federal Student Aid DPM finalizes and closes a case, two additional print links will become available at the top right of the Case Details page: a Decision Letter link and a Case Details Summary link. These links will also open a PDF document in a new window.

Important Note*: Since printable reports from eCDR Appeals contain personally identifiable information, including borrower names, social security numbers and financial information, take precautions to safeguard any reports you save to your computer or print out. Securely store all printed reports. Securely dispose of printed reports after they are no longer needed.*

16. DPM: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to Federal Student Aid DPM, but is not directly involved in the UDA Workflow.

16.1 Cycle Management

Before each cohort cycle, the planned beginning and ending dates of the cycle must be manually entered into the eCDR Appeals application. Additionally, when a cohort cycle is complete, it can be closed. Users who have the eCDR Appeals role of Federal Student Aid DPM Administrator can perform these cycle management tasks.

To access the cycle management functions, select "System Administration" from the main menu and "Manage Cycle" from the submenu. This will load the Manage Cycle page, presenting you with two options: Start Cycle and Close Cycle.

Starting a new Cohort Cycle

To begin a new cohort cycle, select "Start Cycle" from the Manage Cycle page. The Start New Cycle page will load (Figure 16-1).

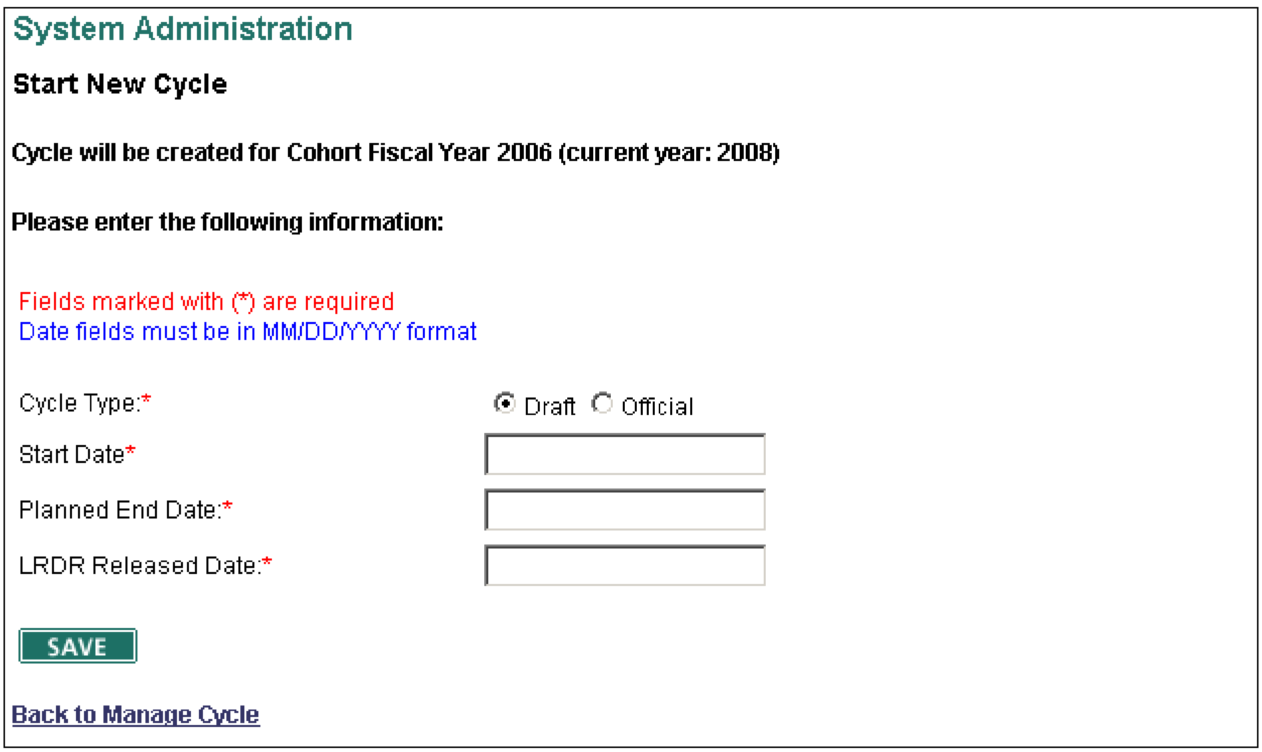


Figure 16-1: Starting a new cohort cycle

Choose whether the new cycle will be a draft or official cycle. Enter the start date and planned end date in the provided fields. Enter the LRDR Released Date, which is the date on which LRDRs were released to schools for this cycle. After you have entered all required information, select "Save" to create a new cycle. Only one cycle may be created at a time. If there is an existing cycle in place already, then an error page will load with a message indicating that a new cycle could not be created.

Closing a Cohort Cycle

If a cycle needs to be closed on a date other than its original planned end date, select “Close Cycle” from the Manage Cycle page. The Close Cycle page will load (Figure 16-2).

Figure 16-2: Closing a cycle

Choose a cycle to close from the dropdown menu and select “Submit”. A new page will load, displaying information associated with the cycle, and prompting you to enter the end date of the cycle (Figure 16-3).

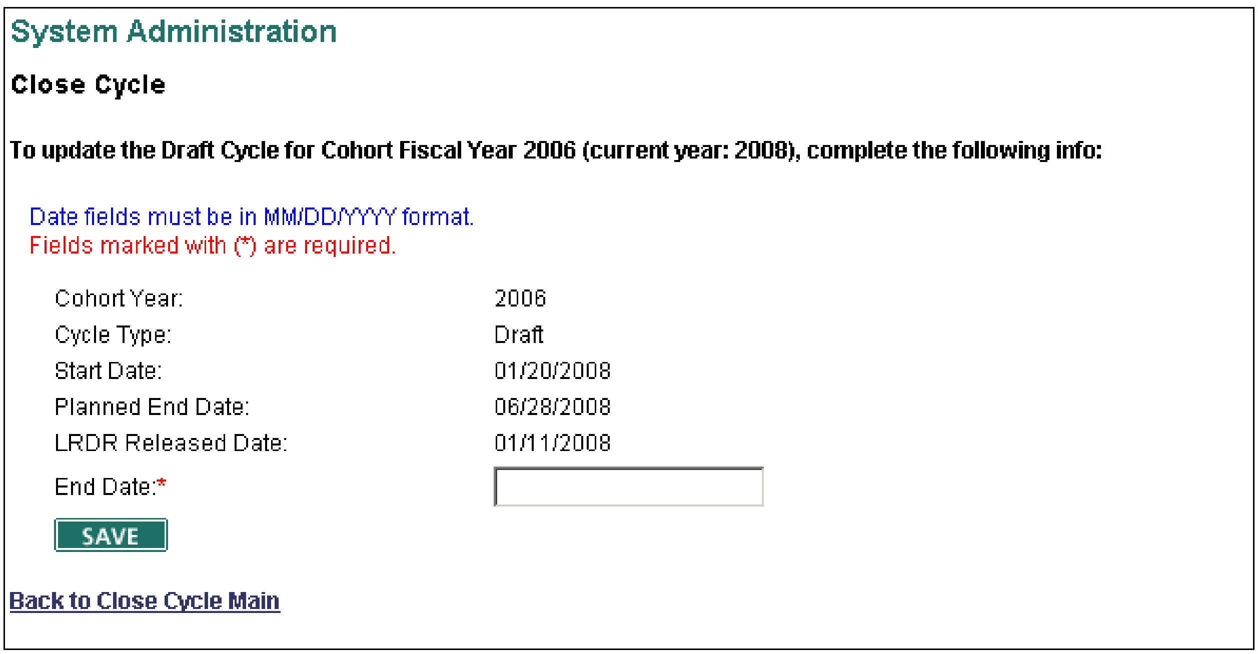


Figure 16-3: Specifying the end date of the cycle

In the “End Date” field, enter the date on which the cohort cycle should be closed, then select the “Save” button. The system will set the new end date to the one you specified. A confirmation page will be displayed, indicating that the cycle was closed successfully.

17. GLOSSARY AND ACRONYMS

Term	Definition
DD	Default date.
DER	Date Entered Repayment. The date on which a borrower begins repayment on a loan.
DM	Data Manager. A DM may be the Direct Loan Servicer, a guaranty agency, or Federal Student Aid Default Prevention and Management.
DM Code	A unique identifier for data managers. Also called the Guarantor/Servicer Code.
DPM	Default Prevention and Management. The division of Federal Student Aid that deals with cohort default rates and works with data managers.
eCDR Appeals	Electronic Cohort Default Rate Appeals. The eCDR Appeals system permits online filing of cohort default rate appeals cases.
FSA	Federal Student Aid.
IDC	Incorrect Data Challenge.
LDA	Last Date of Attendance. The date on which a student leaves school (either by graduation or withdrawal).
LHD	Less Than Half Time Date. The date on which a student's enrollment drops below half-time.
LRDR	Loan Record Detail Report. A LRDR details loans and borrowers for a given OPEID and cohort cycle. It contains information on loans that were used to calculate a school's cohort default rate.
NDA	New Data Adjustment.
NSLDS	National Student Loan Data System. The database used to store federal student loan information.
OPEID	Office of Postsecondary Education Identifier. Each institution (school) has its own unique OPEID.
UDA	Uncorrected Data Adjustment.

18. STATUS CODES

18.1 Case Status Codes

Table 18-1 lists status codes that a case may have. These status codes apply to the case as a whole. Adjustments within a case have their own status codes (see 18.2, "Adjustment Status Codes").

Status Code	Description
AWAITING_LRDR	A school has initiated a new case, but Federal Student Aid has not yet loaded the LRDR information into the eCDR Appeals system. While a case is in AWAITING_LRDR status, the countdown to the case submission deadline is suspended.
BEING_PREPARED	A school is in the process of preparing their case.
DATA_MANAGER_REVIEW	The school has submitted the case, and data managers affected by the case are now reviewing their adjustments within the case. The case remains in this status until all data managers respond.
ALL_DM_S_RESPONDED	All data managers affected by the case have responded to their adjustments.
FSA_REVIEW	The case is available for review by Federal Student Aid, but it has not yet been assigned to a Case Worker.
CASE_WORKER_REVIEW	A Federal Student Aid Case Worker has been assigned to review the case.
AVAILABLE_FOR_CASE_MANAGER_REVIEW	The Federal Student Aid Case Worker has completed review of the case and has forwarded the case to a Federal Student Aid Case Manager.
CASE_MANAGER_REVIEW	A Federal Student Aid Case Manager is reviewing the case.
CLOSED	The Federal Student Aid Case Manager has finalized the case.
REJECTED	The case was submitted past the deadline, and thus was rejected.

Table 18-1: Case status codes

18.2 Adjustment Status Codes

Table 18-2 lists status codes that an adjustment may have.

Status Code	Description
CREATED	A school has created an adjustment within their case.
SUBMITTED	The case that contains this adjustment has been submitted for data manager review.
DM_REVIEW	The data manager affected by this adjustment is currently reviewing the case.
ADDTIONAL_DATA_REQUESTED_FROM_SCHOOL	The data manager affected by this adjustment has requested more information from the school.
ADDTIONAL_DATA_RETURNED_FROM_SCHOOL	The school has responded to the data manager's information request.
DM_RESPONDED	The data manager affected by this adjustment has responded to the adjustment.
CLARIFICATION_REQUESTED	The school has requested clarification from the data manager affected by this adjustment regarding their response.
CLARIFICATION_PROVIDED	The data manager has responded to the school's clarification request.
AVAILABLE_FOR_CASE_WORKER_REVIEW	All data managers have responded to the case, and the case (along with its adjustments) are now available for Federal Student Aid review.
IN_CASE_WORKER_REVIEW	Federal Student Aid is reviewing the case, including its adjustments.
ADDTIONAL_DATA_REQUESTED_FROM_DM	Federal Student Aid has requested more information from the data manager affected by this adjustment.
ADDTIONAL_DATA_RETURNED_FROM_DM	The data manager has responded to Federal Student Aid's information request.
CASE_WORKER_REVIEW_COMPLETE	Federal Student Aid has completed their review of this adjustment.
CLOSED	The case (along with its adjustments) has been finalized.

Status Code	Description
`REJECTED`	The case was submitted past the deadline, and thus was rejected.

Table 18-2: Adjustment status codes